TODAY IS THURSDAY, 17 MAY, 2018.
PLEASE STAND BY, YOUR EVENT WILL BEGIN SHORTLY. THANK YOU FOR YOUR PATIENCE.
LADIES AND GENTLEMEN, YOU ARE CURRENTLY ON HOLD FOR TODAY'S QUARTERLY EN CONFERENCE CALL. WE ARE STILL ASSEMBLING TODAY'S AUDIENCE AND WE PLAN TO BE UNDERWAY SHORTLY. WE DO APPRECIATE YOUR PATIENCE AND ASK THAT YOU PLEASE REMAIN ON THE LINE.
LADIES AND GENTLEMEN, THANK YOU SO MUCH FOR HOLDING. WE DO APPRECIATE YOUR PATIENCE. WE ARE STARTING MOMENTARILY. PLEASE CONTINUE TO HOLD.
LADIES AND GENTLEMEN, PLEASE STAND BY. WE ARE ABOUT TO BEGIN.
GOOD DAY AND WELCOME TO THE QUARTERLY EN CONFERENCE CALL. TODAY'S CONFERENCE IS BEING RECORDED. AT THIS TIME I'D LIKE TO TURN THE CONFERENCE OVER TO MR. ROB PASS. PLEASE GO AHEAD, SIR.
>> GOOD AFTERNOON, EVERYONE, THANK YOU FOR JOINING US TODAY. WE'RE GLAD THAT YOU COULD BE WITH US, WE HAVE A LOT OF INFORMATION TO COVER SO WITHOUT FURTHER ADO I WILL JUST GET US STARTED.
THE FIRST THING THAT I'D LIKE TO COVER WITH EVERYONE IS THAT THE WHITE HOUSE ON APRIL 13TH ANNOUNCED THAT THEY HAVE NOMINATED ANDREW M SOLL OF NEW YORK TO BE COMMISSION OF SOCIAL SECURITY FOR THE REMAINDER OF 2019 AND FOR AN ADDITIONAL 6 YEAR TERM EXPIRING JANUARY 19, 2025. MR. SOLL IS PRESENTLY COMMISSIONER FOR WESTCHESTER COUNTY, NEW YORK. HE HAS ALSO PREVIOUSLY SERVED AS, HE HAS AN EXTENSIVE LIST OF EXPERIENCE. HE WAS THE FORMER BOARD MEMBER OF THE UNITED JEWISH APPEAL OF NEW YORK AND SERVES ON THE BOARD OF OVERSEERS. IN ADDITION TO MR. SOLL'S NOMINATION, DAVID FABIAN BLACK OF NORTH DAKOTA WAS ALSO NOMINATED TO BE DEPUTY COMMISSIONER OF SOCIAL SECURITY FOR THE REMAINDER OF A 6 YEAR TERM EXPIRING JANUARY 19, 2019. MR. BLACK CURRENTLY SERVES AS THE WHITE HOUSE SENIOR ADVISOR AT THE SOCIAL SECURITY ADMINISTRATION. HE SERVED AS SSA'S GENERAL COUNSEL FROM OCTOBER 2007 UNTIL JULY, 2015, AND ADDITIONALLY MR. BLACK IS A LIEUTENANT COLONEL IN THE U.S. ARMY RESERVE WHERE HE DEPLOYED TO BOTH AFGHANISTAN AND IRAQ IN SUPPORT OF THE GLOBAL WAR ON TERRORISM AND EARNED A BRONZE MEDAL STAR. MR. BLACK HOLDS A JURIS DOCTOR FROM THE UNIVERSITY OF MINNESOTA AND A BACHELOR'S DEGREE IN POLITICAL SCIENCE FROM THE UNIVERSITY OF NORTH DAKOTA.
SO AS THOSE NOMINATIONS ARE CONSIDERED IN THE SENATE IF WE HEAR ANY ADDITIONAL NEWS TO PASS ALONG WE WILL KEEP YOU UPDATED WHEN -- ON THE PROGRESS OF THOSE NOMINATIONS.
THE NEXT THING I'D LIKE TO COVER BRIEFLY IS OUR PARTICIPATION, MYSELF AND OUR STAFF IN ORDES IN THE COUNCIL FOR STATE ADMINISTRATORS IN VOCATIONAL REHABILITATION CONFERENCE, WHICH OCCURD IN APRIL OF 2018 IN BETHESDA, MARYLAND. THIS IS THE ANNUAL CONFERENCE HELD. IN ADDITION TO OUR STAFF PROVIDING TRAINING TO NEW VR STAR WE ALSO HELD A SESSION TO GO OVER THE BENEFITS OF PARTNERSHIP PLUS.
FOR THOSE OF YOU WHO ARE NOT FAMILIAR WITH PARTNERSHIP PLUS, IT IS A TERRIFIC OPPORTUNITY FOR VOCATIONAL REHABILITATION AGENCIES TO ESSENTIALLY HAND OFF THEIR CLIENTS ONCE THEIR CASE IS CLOSED TO EMPLOYMENT NETWORKS WHO AT THAT POINT CONTINUE TO PROVIDE ON-GOING EMPLOYMENT SUPPORT SERVICES.
THIS IS REALLY BENEFICIAL TO ALL PARTIES INVOLVED. THE EMPLOYMENT NETWORK, THE VR AND THE BENEFICIARY, THE EN AND THE VR WORK OUT AN ARRANGEMENT IN TERMS OF WHAT SERVICES WILL BE PROVIDED. THOSE THINGS ARE SPELLED OUT BETWEEN THE TWO ENTITIES. THE BENEFICIARY GETS THE INTENSIVE VOCATIONAL REHABILITATION TRAINING AND OTHER SERVICES THAT ONLY VR CAN PROVIDE UP FRONT, THEN FROM THAT POINT FORWARD THE EMPLOYMENT NETWORK WORKS WITH THE INDIVIDUAL AS THEY TRANSITION INTO THE WORK OR HELPS SUPPORT THEM IF THEY ARE ALREADY EMPLOYED PROVIDING THE UNIQUE PERSONALIZED SERVICES THAT EMPLOYMENT NETWORKS CAN PROVIDE. SO REALLY IT'S THE BEST OF BOTH WORLDS IN TERMS OF THE TICKET TO WORK PROGRAM.
WE ARE ENCOURAGING BOTH VR'S AND EN'S TO EXPAND AND CONSIDER WORKING IN THESE ARRANGEMENTS AND IF YOU HAVE ANY ADDITIONAL QUESTIONS JUST REACH OUT TO US AT THE END OF THIS CALL AND WE'D BE HAPPY TO PROVIDE MORE INFORMATION ON THAT.
THE NEXT THING I'D LIKE TO DO IS INTRODUCE SOME NEW TALENT WE'VE BEEN ABLE TO BRING INTO THE ORGANIZATION AND THIS IS VERY EXCITING. AND AS PART OF OUR EVER ON GOING REALITY THAT THINGS CHANGE ORGANIZATIONALLY AND PROGRAMMATICKALLY, OVER THE COURSE OF THE PAST YEAR OR SO WE HAVE HAD 3 MANAGERS RETIRING, WE HAVE LOST EFFECTIVELY, I ESTIMATE, ABOUT 100 YEARS OF PROGRAMMATIC EXPERIENCE WITH THE LOSS OF THOSE MANAGERS. WE HAVE LOST MARK GREEN, DESIREE FITZGERALD AND CAROL COHEN. WE WISH THEM THE BEST AND ARE HAPPY FOR THEM BUT OF COURSE REPLACING THAT EXPERTISE IS CHALLENGING. I THINK WE'VE DONE A REALLY GOOD JOB IN FINDING TWO NEW MEMBERS OF THE TEAM WHO ARE GOING TO MAKE TREMENDOUS CONTRIBUTIONS MOVING FORWARD AND I'M EXCITED FOR YOU TO GET TO KNOW BOTH OF THEM.
THE FIRST PERSON THAT I'D LIKE IS TO INTRODUCE TO YOU IS JENNELLE BRATCHER, WHO IS THE NEW OTOPS DEPUTY DIRECTOR. SO I WILL TURN IT OVER TO JENNELLE TO BRIEFLY INTRODUCE HERSELF TO YOU.
>> THANKS, ROB. I AM VERY EXCITED TO BE THE NEW DEPUTY DIRECTOR OF TICKET OPERATIONS AND PROVIDER SUPPORT, WHICH IS FREQUENTLY REFERRED TO AS OTOPS. OTOPS HAS THE RESPONSIBILITY FOR ADMINISTERING AND OVERSIGHT OF VR COST REIMBURSEMENT AND VR PAYMENTS. I'VE BEEN WITH SSA FOR ROUGHLY 14 YEARS AND RECENTLY SERVED AS A SENIOR POLICY ANALYST BEFORE ASSUMING THIS NEW ROLE AS DEPUTY DIRECTOR FOR OTOPS. VERY SOON I WILL BE PARTICIPATING IN A SITE VISIT AND I'LL BE AIL TO GET FIRSTHAND KNOWLEDGE ABOUT THE WORK OF EN'S. I AM VERY EXCITED TO WORK WITH THE TICKET PROGRAM AND LEARN MORE ABOUT THE EN'S.
I THINK THAT'S ALL FOR NOW. THANK YOU, ROB, FOR LETING ME INTRODUCE MYSELF AND I CAN'T WAIT TO WORK WITH YOU ALL.
>> THANK YOU, JENNELLE, AND THE GREAT THING ABOUT THIS IS THAT WE GET ONE MANAGER IN OUR OTOPS DIVISION AND WE GET ONE MANAGER IN OUR OBOES DIVISION SO WE'RE REALLY BALANCED OUT WITH OUR NEW TALENT THAT WE'RE ABLE TO BRING IN.
WITH THAT IN MIND WITHOUT FURTHER ADO I'D LIKE TO INTRODUCE PATRICE MCLANE WHO IS ALREADY FAMILIAR TO MANY OF YOU, OUR NEW OBOES CHIEF BRANCH. I'D LIKE HER TO COME ONLINE AND BRIEFLY INTRODUCE HERSELF TO THOSE WHO MAY NOT BE FAMILIAR WITH HER.
>> GOOD AFTERNOON, EVERYONE, AND THANK YOU SO MUCH FOR THE INTRODUCTION, ROB. MY NAME IS PATRICE MCLANE, MANY OF YOU ARE FAMILIAR WITH ME FROM PREVIOUS CALLS, SOME FROM SITE ADVISITIES AND SOME FROM PROOFS OF CONCEPT. I'VE BEEN WITH SOCIAL SECURITY FOR JUST UNDER 8 YEARS, I STARTED AS A DISABILITY EXAMINER WHERE I LEARNED TO PROCESS CONTINUING DISABILITY REVIEWS AND EMPLOY [INDISCERNIBLE] WORKING BENEFICIARIES. I ALSO SPENT SOME TIME WORKING ON THE BOND PROJECTS THAT DEMONSTRATE THE DEMONSTRATION PROJECT AND MORE RECENTLY I LED 3 PROOFS OF CONCEPT WHICH IS HOW MANY OF YOU ARE PROBABLY AWARE OF ME.
ON THAT NOTE I WANTED TO SAY I'M VERY VERY HAPPY TO SERVE AS THE BRANCH CHIEF OF THE EMPLOYMENT SERVICE AND BRANCH CONTACT TEAMS, BUT I DON'T WANT YOU TO THINK THAT THE PROOFS OF CONCEPT ARE NOT GOING TO CONTINUE. THE BPQY PROOF OF CONCEPT WILL BE LED BY CAROL DEMPSEY AND THOSE WITH QUESTIONS ABOUT THE PROOF OF CONCEPT CAN EMAIL ORDES.BPQY AT BOC AT SSA.GOV. THOSE PARTICIPATING IN THE PROOF OF CONCEPT WILL BE LED BY MELANIE PORTER AND YOU CAN CALL TACT MELANIE AT ORDES.WAGE REPORTING.POC AT SSA.GOV. LASTLY THE MARKETING PROOF OF CONCEPT WILL BE LED BY TERRY LESCO AT MARKETING.SUPPORTS AT SSA.GOV CAN. I STILL HAVE A HAND IN EACH OF THEM AND I LOOK FORWARD IN WORKING MORE CLOSELY WITH EACH OF YOU AS THE BRANCH CHIEF. THANK YOU SO MUCH AND WITH THAT I WILL TURN OVER TO ALYSSA WHO WILL DISCUSS OUR TIMELY PROGRESS REVIEW.
>> THANK YOU, PATRICE.
GOOD AFTERNOON, EVERYONE, WE RESTORED THE TPR ON MARCH 17TH. 100 SELECTION LETTERS WERE SENT OUT NATIONALLY. BUT BECAUSE OF THE SELECTION PROCESS, THE VAST MAJORITY WERE SENT TO VR'S AND EN'S IN THE BOSTON REGION AND I WOULD ALSO LIKE TO SAY THAT ACTUALLY VERY FEW OUT OF THE HUNDRED, IN FACT ONLY ABOUT FIVE, WENT TO EN'S.
IN ADDITION TO THE 100 SELECTION LETTERS, 25BENI'S, AGAIN THE MAJORITY FROM THE BOSTON REGION, ACTUALLY PASSED TPR BASED ON EARNINGS THAT WERE IN OUR ADMINISTRATIVE DATA BASE. TO DATE WE HAVE ABOUT 33 PASSES, 27 FAILURES, AND 60-PLUS PENDING. AT THIS TIME THE PORTAL IS NOT OPEN FOR TPR PASSES BY THE SERVICE PROVIDERS, BUT BECAUSE THIS IS A LIVE PROCESS, MEANING THAT FINAL TPR FAILURES WILL RESULT IN THE LOSS OF CDR PROTECTION, WE ENCOURAGE YOU TO OFFER ANY ASSISTANCE THAT YOU POSSIBLY CAN TO YOUR BENES REGARDING TPR
YOU WILL RECEIVE TRAINING ON THE PORTAL PRIOR TO ITS BEING OPENED FOR TPR PASSES BY ALL SERVICE PROVIDERS. THERE WILL BE NO OPTING OUT OF TPR BY SERVICE PROVIDERS AS SOON AS WE OPEN UP THE PORTAL. HOWEVER, WE WILL BE EXPLAINING DURING THE TRAINING THAT IF YOU DON'T RESPOND TIMELY TO THE TPR'S, MAXIMUS WILL ACTUALLY BE ADJUDICATING THE CASES AS LONG AS THE BENE HAS RETURNED THE 1375, WHICH IS PART OF THE SELECTION LETTER, TIMELY.
IN ADDITION WE ALSO PLAN TO SCHEDULE GENERAL TPR TRAINING FOR ALL SERVICE PROVIDERS. WE HAD DONE THIS ABOUT A YEAR AGO. WE THINK THAT AT THIS POINT NOW THAT WE'RE ACTUALLY STARTING UP AGAIN WE FEEL THAT IT WOULD BE BENEFICIAL TO EVERYONE TO GET THIS TYPE OF TRAINING AGAIN AND WE DO PLAN TO SCHEDULE THIS AGAIN FOR ALL SERVICE PROVIDERS. WE PLAN TO SCHEDULE IT VERY, VERY SOON.
THE OTHER THING IS THAT WE HAVE BEEN VALIDATING THE ITOPS SYSTEM WHICH IS REALLY THE BASIS FOR OUR SELECTIONS AND FOR OUR ADJUDICATION AND SO FAR EVERYTHING HAS BEEN GOING FINE. AND IF IT CONTINUES TO GO WELL, THAT IS OUR VALIDATIONS, WE DO PLAN TO RELEASE ANOTHER 100 OR SO SELECTION LETTERS AGAIN VERY, VERY SOON, PROBABLY WITHIN THE NEXT FEW WEEKS.
IF YOU DO HAVE ANY QUESTIONS REGARDING TPR, THEY CAN BE DIRECTED TO TPR HELP DESK AT YOUR TICKET TO WORK.SSA.GOV. AND THAT BASICALLY IS WHAT I PLANNED TO SAY AT THIS POINT, JUST INTRODUCING WHAT WE HAVE DONE THUS FAR WITH RESTARTING TPR AND THE SELECTION LETTERS AND BASICALLY WHERE WE ARE. SO I THINK THAT ADELLE WAS GOING TO OPEN THE LINES IF YOU HAVE ANY SPECIFIC TPR QUESTIONS.
>> YES, THANK YOU SO MUCH, ALYSSA STEPHANIE, IF YOU CAN OPEN UP WE'LL TAKE A FEW QUESTIONS REGARDING TPR THANKS AGAIN FOR THAT INFORMATION, ALYSSA
>> IF YOU WOULD LIKE TO ASK A QUESTION, PLEASE SIGNAL BY PRESSING 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. AGAIN PRESS STAR 1 TO ASK A QUESTION. WE WILL PAUTZ FOR JUST A MOMENT TO ALLOW EVERYONE AN OPPORTUNITY TO SIGNAL FOR QUESTIONS. THERE ARE NO QUESTIONS IN THE QUEUE AT THIS TIME.
>> OKAY, THANK YOU. AND WITH THAT I WILL GO AHEAD AND HAND THIS OVER TO JAYME PENDERGRAFT
>> THANKS SO MUCH, ADELLE. HI, EVERYONE, IT'S JAYME PENDERGRAFT, I AM THE PROGRAM OUTREACH MANAGER FOR TPN AND I HAVE A COUPLE THINGS I'D LIKE TO TALK TO YOU A BIT ABOUT TODAY. WE ARE EXCITED TO ANNOUNCE A COUPLE NEW RESOURCES THAT ARE NOW AVAILABLE. THE FIRST IS A RESOURCE THAT IS ABOUT WORK PLANS AND WE STRUCTURED IT AS A FREQUENTLY ASKED QUESTION AND IT IS NOW AVAILABLE IN OUR WEB SITE AND WE DO ENCOURAGE YOU TO USE THAT RESOURCE WITH YOUR AUDIENCE. JOHN, CAN YOU GO AHEAD AND SHARE THAT LINK FOR ME? AND THE SECOND NEW RESOURCE I WANTED TO MENTION WAS IN LATE MARCH WE RELEASED WHAT WE CALLED OUR 2017 YEAR IN REVIEW SUCCESS STORIES. JOHN JUST POSTED THAT LINK IN THE CHAT POD FOR YOU ALL AND IT'S A RECAP OF ALL OUR SUCCESS STORIES THAT WE PUBLISHED IN 2017, SO WE DID PUBLISH 6 DIFFERENT SUCCESS STORIES THAT YEAR AND THE VIDEO GIVES AN OVERVIEW OF A VERY BRIEF EXAMPLE OF WHAT EACH SUCCESS STORY TALKS ABOUT AND GIVES THE BENEFICIARY AUDIENCE SOME NEXT STEPS ON WHERE TO GO TO GET ADDITIONAL INFORMATION.
LASTLY I WANTED TO TALK A BIT ABOUT SOME VOLUNTEER OPPORTUNITIES. AS I'M SURE YOU'VE HEARD ME MENTION BEFORE, WE ARE APPLES LOOKING FOR VOLUNTEER PRESENTERS ON OUR WEBINARS. WE HAVE A VARIETY OF DIFFERENT TOPICS AND ARE ALWAYS LOOKING FOR PEOPLE OF DIFFERENT EXPERTISE TO JOIN US TO PRESENT ON OUR WEBINAR. FOR EXAMPLE, THIS MONTH WE'LL BE TALKING ABOUT WORKING FOR THE FEDERAL GOVERNMENT. LAST MONTH WE TALKED ABOUT TICKET TO WORK FOR YOUNG ADULTS SO WE SPAN A WIDE RANGE OF TOPICS WITH THOSE WISE EVENTS. IF ANYONE WOULD LIKE TO VOLUNTEER OR WOULD LIKE TO HELP PROMOTE THOSE WISE WEBINARS YOU CAN SEND ME AN EMAIL AND THEN ANOTHER REALLY GREAT WAY TO VOLUNTEER AND REALLY SHOWCASE YOUR EXPERTISE AS AN EMPLOYMENT NETWORK IS BY WORKING WITH US TO CREATE A SUCCESS STORY. AS I HOPE YOU ARE ALL AWARE, WE DO FEATURE OUR SUCCESS STORIES ON THE CHOOSE WORK WEB SITE AS WELL AS IN THE TICKET TO WORK SERVICE PROVIDER RESOURCE LIST. WE FEATURE OUR SUCCESS STORIES VERY REGULARLY THROUGH SOCIAL MEDIA AND ALSO SEND OUT A LOT OF INFORMATION VIA [INDISCERNIBLE] AND WE FEATURE THEM IN OUR WISE WEBINARS AS WELL. AND SUCCESS STORIES ARE A GREAT WAY FOR YOU TO HELP SHOW SOME OF THE TOOLS YOU'VE GIVEN BENEFICIARIES TO BECOME FINANCIALLY INDEPENDENT. AND WE HAVE BEEN HEARING RECENTLY FROM SOME OF YOU THAT YOU HAVE BEEN CONTACTED BY A WOMAN NAMED ARIAL DORO AND THAT IS OKAY, SHE IS WITH MAXIMUS AND SHE IS THE SUCCESS STORY COORDINATOR. FEEL FREE TO CONTINUE TO FOLLOW-UP WITH FOLKS IF YOU HAVE QUESTIONS ABOUT HER, BUT SHE IS LEGITIMATELY ASKING FOR SOME SUCCESS STORY LEADS. YOU ARE ALSO MORE THAN WELCOME TO CONTACT ME IF YOU HAVE ANY IDEA FOR SUCCESS STORIES AND I'LL BE HAPPY TO CONNECT YOU WITH ARIEL
I'D LIKE TO SWITCH GEARS A LITTLE BIT AND TALK ABOUT TODAY'S PRESENTATION. AS I MENTIONED, I'M THE PROGRAM OUTREACH MANAGER FOR TPM SO THAT MEANS ONE OF MY MAIN RESPONSIBILITIES IS OVERSEEING THE DEVELOPMENT OF ALL OF OUR SOCIAL MEDIA CONTACTS. AND WE DO HAVE A COUPLE OF DIFFERENT SOCIAL MEDIA SITES THAT I'D LIKE FOR US TO GET MORE INFORMATION WITH TODAY.
THE SLIDE YOU ARE SEEING NOW IS OUR SOCIAL MEDIA CHANNELS FOR BENEFICIARIES. WE DO FOCUS PRIMARILY ON FACEBOOK AND TWITTER AND THE BENEFICIARY FACEBOOK ACCOUNT IS AT CHOOSE WORK WITH AN EXCLAMATION POINT.
THE NEXT SLIDE SHOWS OUR SERVICE PROVIDER SOCIAL MEDIA. THESE ACCOUNTS ARE ON FACEBOOK AT YOUR TICKET TO WORK AND ON TWITTER AT TICKET TO WORK. AND WE HAVE A FEATURE HERE AGAIN FROM ONE OF OUR SUCCESS STORIES.
SINCE I DID MENTION THAT I AM A CONTENT DEVELOPER, WE ARE ALWAYS LOOKING FOR RESOURCES TO SHARE AND NEW WAYS TO PROMOTE THE TICKET PROGRAM, AS WELL AS SOME OTHER ORGANIZATIONS IN ADDITION TO THE TICKET PROGRAM WE SHARE OTHER FEDERAL RESOURCES AND REALLY ANY CONTENT THAT WILL BE OF INTEREST TO BENEFICIARIES WHO ARE LOOKING TO RETURN TO WORK. SO I KNOW HOW DIFFICULT IT CAN BE TO FIND GREAT CONTENT TO SHARE ON YOUR SOCIAL MEDIA ACCOUNT.
WE HOPE THAT YOU WILL BE INTERESTED IN UTILIZING SOME OF THESE SOCIAL MEDIA PLATFORMS TO SHARE SOME OF OUR SOCIAL MEDIA WITH YOUR AUDIENCES SINCE WE DO ALL HAVE VERY SIMILAR AUDIENCES. AND I DO WANT TO GO INTO THE DIFFERENCE BETWEEN THESE TWO ACCOUNTS. THE BENEFICIARY AEBLGT IS WHERE YOU WILL SEE OF COURSE OUR BENEFICIARY FOCUSED CONTENT. YOU WILL FIND INFORMATION ABOUT OUR SUCCESS STORIES, OUR UPCOMING WISE EVENTS, PAGES ON OUR WEB SITE, YOU MIGHT SEE THE NEAT BEN VIDEO SOMETIMES, WE ALSO PROVIDE LINKS TO OTHER FEDERAL AGENCIES THAT SERVE THE TICKET HOLDER AUDIENCE.
THE SERVICE PROVIDER SOCIAL MEDIA SITE, WHICH IS THE SLIDE THAT'S UP NOW, IS WHERE YOU WILL FIND INFORMATION THAT WILL BE USEFUL TO YOU, WILL PROVIDE SOME TRAINING MATERIALS, SOME DIFFERENT ARTICLES ABOUT THE STATE OF THE PROGRAM, AND IT IS MORE EN AND SERVICE PROVIDER FOCUSED.
ALL OF THAT SAID, THE WAY THAT YOU CAN HELP OR YOU CAN BEGIN UTILIZING SOME OF OUR CONTENT, THERE ARE A COUPLE OF DIFFERENT WAYS. THE FIRST IS EVERY MONTH WE SEND AT LEAST ONE SAMPLE SOCIAL MEDIA MESSAGE OUT FOR YOUR USE. THESE MESSAGES ARE SENT VIA GOV DELIVERY AND THEY OFTEN FOCUS ON WISE EVENTS BUT THEY ALSO INCLUDE NEW RESOURCES LIKE THE FACT SHEET I MENTIONED, NEW SUCCESS STORIES AND A VARIETY OF OTHER INFORMATION. WE WOULD TRULY APPRECIATE YOUR HELP IN SPREADING THE WORD ABOUT THOSE WISE EVENTS. YOUR AUDIENCES ARE THE ONES THAT CAN BENEFIT FROM OUR WEBINARS THE MOST AND WE WANT TO MAKE SURE THAT WE ARE ABLE TO GET TO A LOT OF BENEFICIARIES AND YOUR HELP THROUGH SOCIAL MEDIA WOULD TRULY BE HELPFUL.
I DID WANT TO BRIEFLY COVER AGAIN, LIKE I SAID, HERE IS A COUPLE OF EXAMPLES OF WHAT OUR SOCIAL MEDIA POSTS LOOK LIKE ON CHOOSE WORK. WE SHARE OUR BLOG TWICE A WEEK AT LEAST AND I PULLED A GRAPHIC FROM THERE AS WELL.
I ALSO WANTED TO BRIEFLY TOUCH ON ANOTHER WAY THAT YOU CAN SHARE OUR POSTS WITHOUT USING THAT PREDEVELOPED CONTENT THAT WE SEND OUT VIA GOV DELIVERY. ON FACEBOOK TO SHARE A POST YOU JUST LOG INTO FACEBOOK, YOU FIND OUR PAGE, WHICH IN THIS CASE IS CHOOSE WORK, AND ONCE YOU SEE A POST ON FACEBOOK YOU CAN SELECT THE SHARE BUTTON. WHEN YOU HIT THAT SHARE BUTTON IT WILL GIVE YOU THE OPPORTUNITY TO WRITE YOUR OWN LEAD SO IF YOU WANTED TO SAY SOMETHING EXTRA ABOUT OUR POST YOU CERTAINLY CAN. OR YOU CAN ALSO JUST SIMPLY SHARE IT AND SAY POST AUTOMATICALLY TO MY PAGE.
THIS IS HOW TO SHARE A POST ON TWITTER. IT SAYS CHOOSE WORK AGAIN AND THE WAY YOU WOULD SHARE A POST ON TWITTER IS BY LOGGING INTO TWITTER, GOING TO CHOOSE WORK AT SSA AND FROM THERE YOU CAN EITHER RETWEET OR LIKE THE POST. TO LIKE THE POST THERE'S A LITTLE HEART ICON AND TO RETWEET THE POST THERE ARE TWO ARROWS, THEY LOOK LIKE THEY ARE IN A CIRCLE. THAT IS HOW YOU LIKE AND RETWEET CONTENT ON TWITTER. AGAIN, WE HOPE THAT THESE POSTS ARE ABLE TO HELP YOU BUILD SOME OF YOUR CONTENT. WE WANT YOU TO USE THEM AS KIND OF A FOUNDATION. WE ARE HERE TO PROVIDE SOME CONTENT FOR YOU TO USE AND WOULD LIKE YOU TO START USING IT AND SHARING IT AS WELL.
AND BEFORE I INTRODUCE LORI ADLER I WANTED TO INTRODUCE ONE MORE SLIDE. WE DO KNOW THIS WAS REALLY A VERY BRIEF OVERVIEW OF FACEBOOK AND TWITTER AND HOW TO LIKE POSTS AND WE DO HAVE A MUCH MORE IN DEPTH TRAINING COURSE FOR SERVICE PROVIDERS. THIS IS THE EN MARKETING COURSE AND IT HAS TWO MARKETING MODULES. ONE IS OVERVIEW AND PLANNING AND THE OTHER IS PROGRAM SPECIFIC RESOURCES. THAT PROGRAM SPECIFIC RESOURCES SECTION IS WHERE YOU ARE GOING TO FIND ALL OF THOSE LINKS AND INFORMATION ABOUT THE WISE WEBINARS, THE SUCCESS STORIES AND A VARIETY OF DIFFERENT RESOURCES THAT WE SHARE ON A REGULAR BASIS. AND IF YOU WOULD LIKE MORE DETAILED INFORMATION ABOUT MARKETING YOUR EN YOU CAN SIGN UP TO TAKE ONE OR BOTH TRAINING MODULES AND TO DO THIS YOU WILL NEED TO EMAIL EN OPERATION AT YOUR TICKET TO WORK.SSA.GOV.
NEXT UP I'M VERY HAPPY TO WELCOME LORI ADLER. SHE IS SENIOR MARKETING LIAISON WITH EMPLOYMENT OPTIONS, WHICH IS AN EMPLOYMENT NETWORK. SHE IS GOING TO TALK A LITTLE BIT ABOUT HOW EMPLOYMENT OPTIONS HAS HELPED SOME WORK CONTENT AND SOME TIPS SHE HAS AS MARKETING LIAISON FOR HER EN LORI, THANK YOU SO MUCH FOR JOINING US AND I WILL LET YOU TAKE IT AWAY.
>> OKAY, HELLO, EVERYONE, THANK YOU SO MUCH JAYME AND THANK YOU FOR HAVING ME TODAY. I HELP MANAGE THE COMMUNICATIONS AND MARKETING DEVELOP AND I HAVE BEEN WITH THE COMPANY ABOUT 7 YEARS NOW. WE ARE A VIRTUAL EN AND WE ASSIST TICKET TO WORK CLIENTS IN 47 STATES AND WE SPECIALIZE IN WORK AT HOME EMPLOYMENT BUT WE ALSO OFFER ON SITE LOCAL JOBS TO OUR CLIENTS AS WELL AND [INDISCERNIBLE] IS OUR FOUNDER AND CEO I'M ALSO IN THE TICKET TO WORK PROGRAM PERSONALLY MYSELF AND I'M WORKING BECAUSE OF THE PROGRAM AND I'M HERE TODAY BECAUSE OF WHAT IT HAS DONE FOR ME. EMPLOYMENT OPTIONS WAS MY ASSIGNED EN TO BEGIN WITH AND THEY HELPED ME FIND A WORK AT HOME JOB YEARS AGO THEN PAULA HAD A MARKETING POSITION OPEN AND I APPLIED FOR THAT AND NOW I AM A JUNIOR MANAGER WITH THE COMPANY. THE TICKET TO WORK PROGRAM HAS BEEN LIFE-CHANGING FOR ME AND I'M VERY GRATEFUL FOR WHAT IT HAS DONE FOR ME AND MY COLLEAGUE, LISA SEALY AND I, YOU MIGHT HAVE SEEN HER NAME AS WELL, WE HAVE BOTH BEEN INTERVIEWED IN THE PAST BY TICKET TO WORK AND SOCIAL SECURITY ABOUT WORKING AT HOME.
AS JAYME SAID, HER TEAM HAS ASKED ME TO SPEAK BRIEFLY ON THE USE OF SOCIAL MEDIA AS A EN AND WE WANTED TO TALK ABOUT A SPECIAL TWITTER PROGRAM WE STARTED THIS YEAR AS WELL. PAULA HIRED ME TO HELP WITH OUR COMPANY'S SOCIAL MEDIA AND ONLINE MARKETING AND HELP GROW THESE PLATFORMS AND TRY TO GET THE WORD OUT TO MORE PEOPLE ABOUT TICKET TO WORK AS WELL AS OUR SERVICES AND AS MANY OF YOU KNOW, SOCIAL MEDIA IN THE PAST 7 TO 9 YEARS HAS EXPLODED AND IS CHANGING AND ALWAYS HAVING NEW FEATURES. WE HAVE USED SOCIAL MEDIA FOR MANY YEARS NOW AND FOR MANY REASONS, INCLUDING TO HELP GROW OUR BRAND, REACH NEW TICKET TO WORK APPLICANTS, BRING AWARENESS TO THE PROGRAM AND WE ALSO HELP PROMOTE OUR ONLINE EVENTS, INCLUDING OUR NATIONAL JOB FAIRS AND WEBINARS THAT WE HOST THROUGHOUT EACH YEAR. AND FOR MANY YEARS WE ESPECIALLY HAVE USED FACEBOOK IN ALL DIFFERENT ASPECTS AND CAPACITIES AND WE USE THAT, AS JAYME TOUCHED ON, TO TOUCH ON THINGS THAT WOULD BENEFIT TICKET HOLDERS AND PEOPLE WHO ARE NEW TO THE PROGRAM SUCH AS POSTING OUR JOB OPENINGS OR SPECIAL TICKET TO WORK NEWS, EVENTS, OUR CONTESTS OR THINGS THAT WILL HELP OUR CLIENTS AND SOCIAL MEDIA HAS ALSO HELPED US CONNECT WITH NEW AGENCIES AND PARTNERS AS WELL JUST BY USING THOSE DIFFERENT PLATFORMS.
WE DO REGULARLY FOLLOW WHAT CHOOSE WORK AND TICKET TO WORK POST ABOUT ON FACEBOOK AND TWEET ABOUT AND WE DO TRY TO LIKE, SHARE AND RETWEET THAT, WHICH JAYME COVERED, AND WE DO THAT ALSO BECAUSE IT GIVES US CREDIBILITY FOR WHAT WE ARE POSTING ON OUR PAGE BECAUSE IT TELLS OUR VIEWERS THAT WE ARE UNDER SOCIAL SECURITY AND IT HELPS GETS WORD OUT EVEN MORE ABOUT TICKET TO WORK AS WELL. AND THERE IS POWER IN NUMBERS FOR SURE BECAUSE WE KNOW IF WE CAN'T HELP SOMEONE, WE WANT OTHERS TO KNOW THERE ARE AGENCIES OUT THERE IN THE PROGRAM BESIDES US THAT THEY CAN CONTACT.
FOR US SOCIAL MEDIA HAS REALLY HELPED GROW THE BUSINESS IMMENSELY AND WE REACH MANY MORE PEOPLE OVER THE YEARS THAN WE COULD HAVE IMAGINED AND SOCIAL MEDIA CONTINUES TO CHANGE AND GIVE US NEW OPTIONS. CURRENTLY WE USE FACEBOOK, TWITTER, YOU TUBE AND PINTEREST REGULARLY. TWITTER HAS BECOME MORE POPULAR IN THE PAST FEW YEARS, ESPECIALLY IN THE LAST YEAR OR TWO AND WE ARE VERY ACTIVE THERE AS WELL AND WHAT'S NEAT ABOUT SOCIAL MEDIA IS THAT IT'S FREE TO YOUR COMPANY. THERE ARE SOME PAID OPTIONS YOU CAN USE IF YOU CHOOSE TO IN ORDER TO REACH EVEN MORE PEOPLE.
ONE OF THE REASONS JAYME AND HER TEAM ASKED ME TO JOIN THE CALL TODAY IS TO TALK ABOUT A SPECIAL TWITTER PROJECT THAT MY CEO, PAULA, HELPED LAUNCH EARLIER THIS YEAR WITHIN OUR COMPANY INTERNALLY FIRST. IT WAS SOMETHING WE'VE BEEN USING THIS YEAR. AFTER SHE HAD READ AN ONLINE ARTICLE ABOUT THE TICKET TO WORK PROGRAM, PAULA HAS BEEN INVOLVED, AS MANY OF YOU MAY KNOW, WITH TICKET TO WORK SINCE IT STARTED AND LIKE ALL OF YOU WE ARE AWARE OF SO MANY POSITIVE STORIES FROM CLIENTS ABOUT HOW THE PROGRAM HAS TRULY CHANGED THE LIVES OF MANY PEOPLE WITH DISABILITIES AND THEIR FAMILIES, INCLUDING MY OWN LIFE AND OTHER PEOPLE I KNOW AS WELL.
WE WANTED TO GET A WAY TO GET THAT POSITIVE MESSAGE OUT TO MORE AND MORE PEOPLE SO WE STARTED A TWITTER INITIATIVE AND WE CREATED THE HASH TAG TTW HELPED ME. THE REASON BEHIND THE IDEA WAS THAT PAULA HAD A MEETING WITH SOMEONE IN DC OR SOMEONE IN OUR STAFF MET WITH SOMEONE, WHETHER IN PERSON OR BY PHONE, WE CAN QUICKLY PULL UP THE TWITTER HASH TAG IN THE SEARCH AND TWITTER AND LOOK AT ALL THE DIFFERENT POSITIVE STORIES OR QUOTES OR COMMENTS WE HAVE POSTED ON OUR TWITTER FEED, NO MATTER WHEN THAT WAS AND THEY ARE ALL IN ONE PLACE. AND WE WERE VERY EXCITED ABOUT THIS AND I SPOKE BRIEFLY ON THE NITA MEETING ABOUT IT AND WE THOUGHT IT WOULD BE A GOOD IDEA IF OTHER EN'S IF THEY CHOOSE TO COULD ALSO SHARE POSITIVE QUOTES OR POSITIVES FROM CLIENTS ON THEIR TWITTER PAGES AS WELL AND USE THE HASH TAG TTW HELPED ME BECAUSE THERE'S POWER IN NUMBERS AND WE WANTED TO GET THE POSITIVES OUT TO A BROADER AUDIENCE.
IT ALLOWS US IN OUR SOCIAL MEDIA NOW TO SHARE A MORE PERSONAL SIDE TO OUR POSTS AND NOT JUST ABOUT EVENTS OR REGULAR SERVICES AND GIVES REAL EXAMPLES OF HAPPY AND CHANGED CLIENTS WHO ARE HELPED BY THE PROGRAM. FOR THE PROJECT WE DO HAVE A VERY SET AND SPECIFIC PROCESS IN MIND INTERNALLY THAT WE USE BEFORE ANY QUOTE OR POSITIVE IS PUT ON OUR SOCIAL MEDIA SO THAT WE ARE PROTECTING CLIENTS AND STAFF. SO IF ANY EN'S ARE INTERESTED IN USING THE HASH TAG INITIATIVE OR LEARNING MORE ABOUT IT, JAYME ADVISED THAT YOU ARE FREE TO CONTACT ME DIRECTLY AND I BELIEVE THEY ARE PUTTING MY EMAIL IN THE CHAT BUT I WILL READ IT NOW AS WELL. MY EMAIL IS LADLER AT MY EMPLOYMENT OPTIONS DOT COM AND I WOULD BE HAPPY TO EXPLAIN IT IN A LITTLE MORE DETAIL. TO MY, TICKET TO WORK BOTH FOR ME AND AT WORK IS AN AMAZING PROGRAM. EVERY SHARE AND LIKE AND POST AND TWEET CAN REALLY GET AWARENESS OUT THERE AND REACH EVEN MORE AND MORE PEOPLE TO LEARN ABOUT THE PROGRAM.
SO THAT IS ALL I HAD ABOUT THE TWITTER PROJECT AND A LITTLE COMMENT ON WHAT WE DO WITH SOCIAL MEDIA AND I HOPE THAT WAS HELPFUL.
>> OH, YES, IT CERTAINLY WAS. THANK YOU SO MUCH, LORI
WE WILL OPEN UP THE LINE FOR A FEW QUESTIONS, IF YOU DON'T MIND ADDRESSING SOME OF THOSE. STEPHANIE CAN YOU HELP US OUT WITH THAT?
>> ABSOLUTELY. AGAIN, AS A REMINDER IF YOU WOULD LIKE TO ASK A QUESTION PLEASE SIGNAL BY PRESSING 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. PLEASE, PRESS STAR 1 TO ASK A QUESTION.
WE'LL TAKE OUR FIRST QUESTION FROM LAUREN WOMACK FROM LAFAYETTE CONSOLIDATED GOVERNMENT.
>> I HAVE A QUESTION AND MAYBE SOMEBODY COULD OFFER ME SOME ADVICE ON AN ISSUE I AM HAVING WITH KIND OF OUTREACH LOCALLY. I HAVE CLIENTS COMING INTO MY OFFICE AND IT SEEMS LIKE SOME OF THE FRONT STAFF AT OUR LOCAL SOCIAL SECURITY OFFICE IS MAYBE MISREPRESENTING THE TICKET TO WORK PROGRAM. I HAVE A LOT OF CLIENTS THAT COME IN AND EXPECT, THEY THINK THAT WE HAVE JOBS OPEN AND WE'RE GOING TO GIVE THEM A JOB. AND IT'S HAPPENED OVER AND OVER AGAIN AND I HAD ONE CLIENT THAT WAS REALLY ANGRY WITH ME BECAUSE SHE FELT LIKE IT WAS MISREPRESENTED. AND SOME PEOPLE ARE TOLD LOCALLY AND SOME PEOPLE ARE TOLD OVER THE PHONE. I JUST WANTED TO SEE IF OTHER EN'S ARE EXPERIENCING THE SAME ISSUES AND IF SO I, YOU KNOW, I REACH OUT TO THE LOCAL OFFICE AND THEY SAID THEY WERE GOING TO HANDLE IT, I OFFERED TO GIVE THEM INFORMATION AND TRAINING ABOUT IT BUT I'M CONCERNED IF IT'S COMING THROUGH THE PHONE LINES AS WELL HOW DO WE ADDRESS THIS PROBLEM?
>> OKAY, THANK YOU FOR YOUR QUESTION, LAUREN. WE WERE TAKING QUESTIONS FOR LORI IN HER PRESENTATION BUT IF SOMEONE --
>> OH, I'M SORRY. I'M SORRY. I WILL WAIT UNTIL THE END.
>> THAT'S OKAY. IF SOMEONE CAN TAKE A MOMENT AND MAYBE ADDRESS THAT WITH SOCIAL SECURITY.
>> HI, THIS IS ROB. I GUESS IN REGARDS TO THE INFORMATION PROVIDED FROM THE LOCAL FIELD OFFICE, IF YOU COULD REACH OUT TO OUR EN SERVICES FOLKS AND LET US KNOW WHERE YOU ARE LOCATED AND WE WILL TRY TO PUT YOU IN TOUCH WITH THE AREA WORK INCENTIVES COORDINATOR.
>> OKAY.
>> MY QUESTION IS I DON'T KNOW IF YOU ARE FAMILIAR WITH WHO THAT IS BUT THAT'S THE SOCIAL SECURITY, I GUESS, DESIGNATED EXPERT IN YOUR AREA THAT HANDLES ALL SORT OF ISSUES BETWEEN, YOU KNOW, TICKET TO WORK SERVICE PROVIDERS AND SOCIAL SECURITY STAFF AND I THINK THAT WOULD BE HELPFUL AS WELL.
>> OKAY.
>> I WOULD LOOK TO FOLKS FROM MAXIMUS TO WEIGH IN IN REGARDS TO WHAT'S BEING RELAYED FROM I'M THINKING MAYBE THE CALL CENTER AND IF THERE'S ANYTHING BEING RELAYED TO BENEFICIARIES ABOUT EN'S PROVIDING JOBS THROUGH THE CALL CENTER AND I DON'T THINK THAT'S THE CASE, BUT I WOULD ASK SOMEBODY AT MAXIMUS IF THEY HAVE ANY THOUGHTS OR FEEDBACK THAT THEY'D LIKE TO PROVIDE ON THAT.
>> THANK YOU, JUST CURIOUS, LORI, I'M SORRY, ARE YOU STILL ON THE LINE? OKAY, LORI IS OUR BENEFICIARY SUPPORT MANAGER AND SHE WAS ON THE LINE EARLIER. I DID, I AM AWARE OF INFORMATION THAT'S PROVIDED AND YOU ARE RIGHT, ROB, THERE IS INFORMATION INDICATING THAT EN'S HAVE JOBS FOR THEM SO YOU WERE RIGHT ON POINT WITH THAT.
>> THIS IS GARY ROWE FROM SOCIAL SECURITY. SO WE WOULD BE INTERESTED, AS ROB SAID, TO HEAR SOMETHING SPECIFIC ABOUT WHAT YOU'VE BEEN HEARING AND YOU COULD SEND US THAT IN THROUGH EN SERVICE. I DON'T THINK WHAT YOU -- I THINK YOU CHARACTERIZED IT AS SOMETHING THAT'S COMING TO YOU AT LEAST FROM THE FIELD OFFICES. WE HAVE, WE KNOW THAT THERE ARE SOME ISSUES WHERE THERE'S SOME MISCOMMUNICATIONS THAT HAVE OCCURRED, WE'VE TAKEN SOME STEPS TO TRY TO GET TICKET TO WORK TRAINING OUT TO SOME OF THE NEWER MEMBERS OF THE FIELD OFFICE STAFF. BUT WE ALSO CAN WORK INTERNALLY WITH OUR, WITH THE COMPONENT CENTRAL OFFICE THAT OVERSEES FIELD OFFICES SO IF YOU COULD SHARE THAT INFORMATION WITH US THROUGH THE EN SERVICE MAILBOX WE WILL TRY TO LOOK INTO THAT FOR YOU.
>> THANK YOU FOR THAT, GARY. LAUREN, THANK YOU FOR THAT QUESTION. IT SEEMS LIKE THIS QUESTION, YOU HAVE SOME REMARKS IN THE CHAT AS WELL SO IT SEEMS LIKE IT'S NOT AN ISOLATED INCIDENT. WE'LL MAKE SURE THAT WE DO THE BEST TO ADDRESS THIS.
AT THE MOMENT --
>> ADELLE, I'M SORRY, THIS IS MELANIE. I WANTED TO ADD ONE THING. I KNOW OUR CALL CENTER MANAGER IS NOT ON THE LINE, BUT I WILL SAY THAT AT THE CALL CENTER I KNOW ALL OF OUR CUSTOMER SERVICE REPRESENTATIVES DO EXPLAIN WHAT THE PROGRAM IS AND THEY TALK ABOUT SERVICE PROVIDERS IN TERMS OF WHAT AN EMPLOYMENT NETWORK CAN PROVIDE AND THEY GIVE EXAMPLES OF THAT AS WELL AS THE STATE VR AGENCY AND EVEN THOUGH THEY GO THROUGH THAT AND EXPLAIN AND GIVE EXAMPLES THERE ARE STILL BENEFICIARIES WHO SOMETIMES ARE CONFUSED AND THINK THAT EMPLOYMENT NETWORKS OR SERVICE PROVIDERS ARE SYNONYMOUS WITH EMPLOYERS, SO EVEN THOUGH WE TRY TO DRIVE THAT HOME, NOT EVERYBODY WALKS AWAY WITH THAT SAME UNDERSTANDING. SO I CAN ASSURE YOU THAT WE DO EXPLAIN IT BUT IT STILL LEADS TO CONFUSION SOMETIMES.
>> OKAY.
>> SO THIS IS ROB. I'M SORRY, I JUST WANT TO ADD TO THAT.
IN GENERAL, FOR EMPLOYMENT NETWORKS IF YOU DON'T ALREADY HAVE MAYBE A LIST OF YOUR LOCAL STATE WORK FORCE AGENCY OR AS THEY ARE ALSO KNOWN AS AMERICAN JOB CENTERS, YOU MIGHT WANT TO HAVE THAT READY AS WELL TO PROVIDE THE PEOPLE -- THEY ARE THE STATE AGENCY THAT DOES A LOT OF DIRECT JOB PLACEMENT SERVICES, OR ANY OTHER LOCAL SERVICES AVAILABLE TO INDIVIDUALS THAT HELP WITH JOB PLACEMENT MIGHT BE SOMETHING YOU MIGHT WANT TO HAVE ON HAND.
>> THANK YOU, ROB.
>> AND AGAIN, THANK YOU, LAUREN. ARE THERE ANY QUESTIONS, STEPHANIE, FOR LORI ADLER?
>> THERE ARE NO CURRENT QUESTIONS IN THE QUEUE AT THIS TIME.
>> I APPRECIATE THAT AND I WILL HAND THIS OVER TO KATIE STRIEBINGER WITH PORTAL UPDATES.
>> HELLO, GOOD AFTERNOON, EVERYONE. I JUST HAVE TWO UPDATES ABOUT INFORMATION FROM THE PORTAL. THE FIRST IS ABOUT TICKET UNASSIGNMENTS AND TERMINATIONS. IF YOU ARE IN THE PORTAL AND SEE A TICKET UNASSIGNMENT OR TICKET TERMINATION THAT YOU DON'T BELIEVE IS CORRECT YOU NEED TO CONTACT THE PROGRAM INTEGRITY TEAM TO RESEARCH THE ISSUE AND THE EMAIL ADDRESS FOR THAT IS PROGRAM INTEGRITY, ONE WORD, AT YOUR TICKET TO WORK.SSA.GOV. YOU SHOULD SUBMIT THE TICKET INFORMATION AND ANY SUPPORTING DOCUMENTATION SUCH AS AN INDIVIDUALIZED WORK PLAN, OR IWP, TO THE INBOX TO CONFIRM IF THE UNASSIGNMENT OR TERMINATION WAS DUE TO AN ERROR. THE TICKET INFORMATION AND ANY SUBMITTED DOCUMENTS SHOULD BE ENCRYPTED USING YOUR EN'S PIN.
THE SECOND ITEM IS ABOUT THE TICKET PORTAL USER GUIDE. IT WENT OUT IT ALL ACTIVE TICKET PORTAL USERS ON APRIL 12 STATING THAT TO REQUEST A COPY OF THE TICKET PORTAL USER GUIDE OR IF YOU HAVE QUESTIONS ABOUT THE TICKET PORTAL YOU SHOULD CONTINUE TO EMAIL THE PROVIDER SUPPORT HELP LINE AT EN SYSTEMS HELP AT YOUR TICKET TO WORK.SSA.GOV OR YOU CAN CALL THE MAIN NUMBER AT 1-866-949-3687 AND WE'LL HAVE BOTH OF THOSE EMAIL ADDRESSES APPEAR IN THE CHAT LINE. FOR ANYTHING ABOUT AN UNASSIGNMENT OR TERMINATION YOU BELIEVE IS INCORRECT YOU ARE GOING TO CONTACT PROGRAM INTEGRITY AND TO GET A COPY OF THE TICKET PORTAL USER GUIDE YOU NEED TO CONTACT EN SYSTEMS HELP AT YOUR TICKET TO WORK.SSA.GOV AND I'M GOING TO HAND IT OVER TO CARA CAPLAN.
GOOD AFTERNOON, EVERYONE. I HAVE A COUPLE OF ANNOUNCEMENTS TO MAKE. FIRST, SITE VISITS, WE'RE STARTING OUR ANNUAL SITE VISITS THIS YEAR AND OUR FIRST TRIP WILL BE IN TWO WEEKS AND THEY WILL GO THROUGH SEPTEMBER OF THIS YEAR. FOR THOSE OF YOU WHO HAVE ALREADY RESPONDED TO THE NOTIFICATION, THANK YOU. ALL THE NOTIFICATIONS HAVE NOT GONE OUT YET. WE DO APPRECIATE YOUR SPEEDY RESPONSE WHEN YOU GET THE NOTIFICATION BECAUSE SCHEDULING, AS YOU MAY REALIZE, IS NOT ALWAYS AN EASY THING.
OUR TICKET PROGRAM MANAGER, MAXIMUS WILL ACCOMPANY SSA ON THE VISITS. THESE VISITS HELP US IMMENSELY WITH OUR OVERSITE OF THE PROGRAM.
WE'RE ALSO GOING TO HAVE TRAINING ON JUNE 12TH. IT WILL BE HELD AT 11:00 AND 1:00 AND MAXIMUS WILL FOLLOW-UP WITH A NOTIFICATION FOR THE TIME. WE'LL COVER THE FOLLOWING TOPICS IN THE TRAINING: UPDATED TOPICS IN THE GOV DELIVERY ABOUT ACCEPTABLE CONTACT METHODS, WE'LL HAVE A OVERVIEW OF SERVICES AND SUPPORT REVIEW, THE PURPOSES AND PROCESSES, OVERVIEW OF THE UPDATED RESULTS AND FOLLOW-UP ACTIONS THAT WILL BE AFFECTED STARTING IN JUNE. THERE HAVE BEEN RECENT POLICY UPDATES, THERE'S MANDATORY CONTACT REQUIREMENTS WHICH EVERYBODY RECEIVED A BLAST ABOUT. JUST TO REITERATE A COUPLE THINGS DURING THE INITIAL SERVICE PHASE, WHICH IS THE PRE-EMPLOYMENT PHASE, EN'S SHOULD CONTACT THE TICKET HOLDER AT A MINIMUM OF ONCE A MONTH. DURING THE ON-GOING SERVICE PHASE, WHICH IS WHEN YOUR TICKET HOLDER IS EMPLOYED, EN'S SHOULD CONTACT THE TICKET HOLDER AT A MINIMUM QUARTERLY FOR THE ENTIRETY OF THE PROGRAM, OF THE TICKET ASSIGNMENT, RATHER. APPROVED CONTACT ATTEMPTS INCLUDE INDIVIDUAL PHONE CALLS, INDIVIDUAL TEXT MESSAGES, INDIVIDUAL EMAILS AND INDIVIDUAL LETTERS. CONTACTS THAT ARE CONSIDERED MARKETING EFFORTS AND NOT NECESSARILY INDIVIDUAL CONTACTS ARE MASS EMAILS, MASS NEWSLETTER AND ROBO CALLS. SSA IS NOT DISCOURAGING EN'S FROM USING THESE METHODS BUT THEY WON'T BE CONSIDERED MANDATORY CONTACT.
IF YOU ARE UNABLE TO CON TAGT YOUR TICKET HOLDERS, THE EN SHOULD SEND A FIRST CLASS LETTER -- WE PREFER A CERTIFIED LETTER BUT WE DO NOT MANDATE IT -- TO THE TICKET HOLDER SAYING THEY ARE HAVING TROUBLE CONTACTING. IF THEY ARE IN THE INITIAL PHASE EN'S MUST SEND THE LETTER AFTER 3 MONTHS OF NO CONTACT. IF THEY ARE IN THE ON-GOING SUPPORT PHASE, A LETTER SHOULD BE SENT AFTER TWO QUARTERS OF NO CONTACT. TPM HAS POSTED SAMPLE LANGUAGE TO BE USED FOR THE LETTER. IF A RESPONSE AS WELL AS LACK OF RESPONSES THEY SHOULD BE RECORDED IN THE CASE NOTES, COPIES OF LETTERS SHOULD BE IN THE CASE FILE.
EN'S SHOULD CAREFULLY DOCUMENT ALL CONTACTS AND ATTEMPTED CONTACTS WITH TICKET HOLDERS WITHIN THEIR CASE NOTES. TPM HAS POSTED TEMPLATES ONLINE HOW TO DOCUMENT VOICE MAILS AND LETTERS. THE CASE NOTES WILL BE USED DURING A SERVICES AND SUPPORTS REVIEW TO ENSURE THE EN IS ACTIVELY WITH, CONTACTING AND ATTEMPTING TO CONTACT THE TICKET HOLDERS.
WE ALSO HAVE RECENTLY LEARNED ABOUT CHANGES TO SAM. THIS IS JUST A REMINDER THAT EN'S MUST RENEW THEIR SAM REGISTRATION ON A YEARLY BASIS. IF YOU DO NOT UPDATE YOUR REGISTRATION YOU WILL NOT GET PAID AND YOU COULD POTENTIALLY BE TERMINATED. IT'S RECENTLY COME TO OUR ATTENTION THAT SAM RECENTLY CHANGED THEIR REQUIREMENTS, THEY HAVE TAKEN PROACTIVE STEPS TO ADDRESS FRAUDULENT ACTIVITY. THESE STEPS INCLUDE REQUIRING AN ORIGINAL SIGNED NOTARIZED LETTER IDENTIFYING THE EN ADMINISTRATOR ASSOCIATED WITH THE DUNS NUMBER BEFORE A NEW SAM.GOV ENTITY REGISTRATION WILL BE ACTIVATED OR AN EXISTING ONE WILL BE UPDATED OR RENEWED.
AND THEN FINALLY HOME OFFICES, SSA IS BEING GIVEN A LOT MORE GUIDE DENSE ON PII AND SECURITY MATTERS AND CONTRACTORS ARE ONE OF THE AGENCY'S VULNERABILITIES. THE TICKET TO WORK PROGRAM HAS ONE OF THE LARGEST CONTRACTOR CONTINGENCIES IN THE AGENCY AND AS A RESULT WE ARE UNDER A MICROSCOPE. THEREFORE WE NEED TO BE PROACTIVE AND ENSURE COMPLIANCE. EVERY EN HAS SIGNED OFF ON IT IN THE TPA AND SO THIS IS REALLY NOTHING NEW.
WE HAVE NOT RECEIVED A WRITTEN CONSENT FORM FROM MOST OF THE EN'S WHO HAVE A HOME OFFICE AND I WILL READ THE TPA REALLY QUICKLY TO YOU. IT SAYS SSA ROUTINELY DOES NOT CONSIDER A PERSON'S PRIVATE RESIDENTIAL A SECURE AREA OR DUTY STATION. EN'S WISHING TO ESTABLISH A SECURE AREA OR DUTY STATION IN A PRIVATE RESIDENCE MUST SUBMIT A WRITTEN REQUEST TO SSA AT EN SERVICE AT SSA.GOV THAT INCLUDES A DETAILED DESCRIPTION OF THE ACTIONS TAKEN BY THE EN TO ENSURE SECURITY AND, 2, THEY MUST RECEIVE SSA'S WRITTEN APPROVAL PRIOR TO ESTABLISHING THE SECURE AREA OR SECURE DUTY STATION TO CONDUCT THIS BUSINESS.
SO LIKE I SAID, WE HAVE NOT RECEIVED THIS FROM MOST OF THE EN'S WHO HAVE HOME DUTY STATIONS AND IT IS NECESSARY TO ENSURE THE SECURITY OF OUR TICKET HOLDERS' RECORDS THAT YOU DO SEND THIS. IF WE FIND OUT YOU YOU HAVE IT AND YOU DON'T HAVE WRITTEN PERMISSION FROM SSA TO HAVE IT, SANCTIONS MAY BE TAKEN AGAINST YOUR EN IF YOU HAVE ANY QUESTIONS AT ALL ABOUT THIS, PLEASE CONTACT EN SERVICE AT SSA.GOV.
AND I WILL HAND IT OVER TO ADELLE.
>> THANK YOU SO MUCH, CARA. SO WE'RE GOING TO OPEN UP THE LINES FOR QUESTIONS AND AS YOU COMPILE THAT FOR US, DESTINY, WE DO HAVE SOME CHAT QUESTIONS THAT WE WILL GO AHEAD AND ADDRESS AND THE FIRST QUESTION I HAVE, I'M HOPING PATRICE, ARE YOU STILL ON THE LINE?
>> GOOD AFTERNOON, YES, I AM STILL HERE.
>> OKAY, THANK YOU. THERE WERE SOME QUESTIONS, YOU WERE PROVIDING SOME EMAILS AND WE DIDN'T QUITE CATCH THAT AT THE BEGINNING.
>> I PUT THEM -- THIS IS CARA, I PUT THEM IN THE CHAT. THEY ARE IN HERE.
>> THOSE ARE FOR THE --
>> THE THREE.
>> APPRECIATE THAT SO I WON'T HAVE TO BOTHER YOU, PATRICE.
>> NO PROBLEM.
>> THANK YOU FOR BEING ON THE READY.
QUESTION NO. 2 WE HAVE FROM LORRAINE BROWN. WHO DO I SPEAK TO ABOUT REPORTING CLIENT WAGES TO SSA
>> THIS IS PATRICE. IF YOU ARE LOOKING TO HAVE AN INDIVIDUAL REPORT OF COURSE THEY CAN GO TO THEIR LOCAL FIELD OFFICE AND THEY CAN ALSO PROVIDE THEM THROUGH YOU AND YOU CAN SUBMIT THEM IN THE PORTAL OR SEND THEM THROUGH THE TPM FAX NUMBER. I'M NOT SURE IF I KNOW THE TOTAL CONTEXT OF YOUR QUESTION, IF YOU ARE DISCUSSING WHAT I SPOKE ABOUT EARLIER, THE WAGE REPORTING PROOF OF CONCEPT, IT APPLIES TO ALL EN'S BUT ONLY FOR SPECIFIC PAYMENTS, THAT WOULD BE WAGES SUBMITTED WITH WAGE EVIDENCE THROUGH THE PORTAL FOR PHASE II MILESTONE AND OUTCOME NO. 1 PAYMENT. IF YOU WILL EMAIL THAT ORDES.WAGE REPORTING.POC AT SSA.GOV I CAN GIVE YOU MORE INFORMATION AND ALSO PROVIDE A FACT SHEET. IF YOU ARE TALKING ABOUT JUST ANY BENEFICIARY PROVIDING WAGES THEY CAN SUBMIT THAT TO THEIR LOCAL FIELD OFFICE OR THEY CAN SEND THEM TO YOU AND YOU CAN SUBMIT THEM THROUGH THE PORTAL OR JUST FAX THEM IN THROUGH THE TPM FAX NUMBER.
>> OKAY, APPRECIATE THAT. THANKS, PATRICE.
ANOTHER QUESTION FROM THE CHAT, STACEY CLARK ASKS HOW OFTEN ARE SITE VISITS DONE FOR EN'S, YEARLY?
>> THIS IS CARA. WE DO SITE VISITS YEARLY BUT IT'S NOT YEARLY PER EN BECAUSE UNFORTUNATELY WE DON'T HAVE THE STAFF OR THE BUDGET TO DO THAT. WE DO APPROXIMATELY 40 EN'S A YEAR.
>> NAIPK YOU. QUESTION NO. 4, IF NO RESPONSE AFTER TWO QUARTERS DO WE UNASSIGN THE TICKET?
>> IT DEPENDS WHERE YOU ARE IN THE PHASE BUT IF YOU ARE IN THE OUTCOME PHASE AND THERE'S NO RESPONSE AND YOU'VE SENT A LETTER TO THE BENEFICIARY AND THEY HAVE RESPONDED THAT THEY DON'T REALLY WANT YOU TO CONTACT THEM, THEY ARE GOOD, OR THEY ARE NOT RESPONDING TO YOU AND YOU DOCUMENT THAT, YOU DO NOT HAVE TO UNASSIGN THAT TICKET.
WHERE WE PROBABLY WOULD ASK YOU TO UNASSIGN IS IF YOU ARE IN THE BEGINNING PHASES AND YOU CAN'T GET IN TOUCH WITH THE PERSON.
>> OKAY, WE HAVE ANOTHER QUESTION. DOES A LETTER NEED TO BE MAILED EVERY 3 MONTHS OF NO CONTACT OR IS THE FIRST ATTEMPT OF CERTIFIED MAIL SUFFICIENT?
>> I THINK THE FIRST ATTEMPT IS SUFFICIENT.
>> OKAY, WE DO HAVE A FEW MORE CHAT QUESTIONS BUT I WILL GO AHEAD AND SEE, STEPHANIE IS THERE ANYONE, ANY QUESTIONS IN THE QUEUE?
>> THERE ARE NO QUESTIONS IN THE QUEUE AT THIS TIME. HOWEVER, AS A REMUEPBLDER TO THE PHONE AUDIENCE IF YOU WOULD LIKE TO ASK A QUESTION PLEASE PRESS STAR 1 ON YOUR TELEPHONE KEY PAD
>> THANK YOU FOR THAT. I WILL GO ON TO THE NEXT QUESTION. ARE THE SITE VISITS BECAUSE OF THE SERVICES AND SUPPORTS THAT WE HAD A COUPLE WEEKS AGO OR ARE THEY DIFFERENT?
>> SAY THAT AGAIN.
>> ARE THE SITE VISITS BECAUSE OF THE SERVICES AND SUPPORT REVIEW THAT WE HAD A COUPLE WEEKS AGO OR ARE THEY DIFFERENT?
>> NOBODY'S ARE FROM WHATEVER TOOK PLACE TWO WEEKS AGO, THESE ARE EITHER BECAUSE OF SERVICE AND SUPPORT RECOMMENDATIONS BUT WE HAVE HAD THESE IN THE WORKS FOR A COUPLE OF MONTHS NOW, WHICH EN'S WE KNEW WE WERE GOING TO. AND WE GO TO EN'S FOR A VARIED AMOUNT OF REASONS. THERE'S NOT JUST ONE REASON WE GO VISIT EN'S.
>> OKAY, APPRECIATE THAT.
ANOTHER QUESTION, CAN YOU PLEASE PROVIDE GUIDANCE ON WHAT IS PERSONALIZED AND UNIQUE CONTACT?
>> IT WOULD BE A PERSONALIZED EMAIL LETTER, PHONE CALL, TEXT TO YOUR TICKET HOLDER, ONLY TO THAT TICKET HOLDER, ADDRESSING THAT TICKET HOLDER WITH WHAT YOU ARE OFFERING THEM, OR CHECKING UP ON THEM OR, YOU KNOW.
>> OKAY, ANOTHER QUESTION FROM THE CHAT, DOES A FORM HAVE TO BE FILLED OUT AND PLACED IN FILES FOR EACH TIME WE CONTACT A BENEFICIARY?
>> YES.
>> ANOTHER QUESTION FROM THE CHAT, WHAT IF WE SEND A LETTER AND THERE CONTINUES TO BE NO CONTACT. HOWEVER, THE EN IS ATTEMPTING CONTACT, WHAT IS SSA'S ACTION GOING TO BE IN THESE CASES?
>> LIKE I SAID BEFORE, IT DEPENDS WHERE YOU ARE IN THE PROCESS WITH THE TICKET HOLDER.
>> AND WE DO HAVE ANOTHER QUESTION FROM THE CHAT.
>> LET ME JUST STOP YOU FOR A SECOND, ADELLE. ALL OF THIS WILL BE ADDRESSED IN THE TRAINING ON THE 12TH. SO WE DO ENCOURAGE EVERY EN TO JOIN ONE OF THOSE TWO SESSIONS.
>> VERY GOOD.
AND FOR EN'S PROVIDING BENEFITS COUNSELING SOME TICKET HOLDERS MAY NOT RETURN CALLS UNTIL THEY HAVE A QUESTION ABOUT THEIR BENEFITS WHICH WILL EVENTUALLY HAPPEN. DON'T WE WANT TO BE PREMATURE IN UNASSIGNING THOSE TICKETS? OKAY, I UNDERSTAND THE QUESTION NOW. THEY ARE BASICALLY SAYING THEY DON'T WANT TO BE PREMATURE IN UNASSIGNING THOSE PARTICULAR TICKETS.
>> BUT IF YOU ARE IN THE BEGINNING PHASES AND YOU ARE NOT IN CONTACT WITH THAT BENEFICIARY YOU ARE NOT HELPING THEM. SO THERE'S NO REASON IT KEEP THAT TICKET ASSIGNED.
>> STEPHANIE, ARE THERE ANY QUESTIONS IN QUEUE?
>> YES, WE DO HAVE SEVERAL QUESTIONS. WE'LL TAKE LORRAINE BROWN FROM DAVINA INCORPORATED.
>> HI, LORRAINE.
>> HELLO, CAN YOU HEAR ME?
>> YES, MA'AM.
>> HI, OKAY, SO I HAVE BEEN TRYING TO REPORT MY CLIENT'S WAGES TO THE EMAIL ADDRESS THAT WAS GIVEN TO THE -- FAX NUMBER AND I EMAILED AN EMPLOYMENT NETWORK PAYMENT, HELP DESK AT YOUR TICKET TO WORK AND THEY TOLD ME THAT THE BEST WAY TO REPORT THEIR WAGES IS TO GO TO THE TICKET PORTAL AND LOCATE PENDING PAYMENTS FOR ME AND CLICK ON ACTIONS FOR THAT REFERENCE NUMBER, CREATE FAX OPTION TO CREATE A NEW FAX COVER SHEET AND ENSURE THE FAX COVER SHEET IS THE FIRST PAGE, IS THAT -- COULD YOU EXPLAIN THAT IN MORE DETAIL EXACTLY HOW AM I SUPPOSED TO REPORT EACH OF MY CLIENTS, THEY GIVE ME THEIR PAYCHECK STUBS AND THEY WANT ME TO REPORT IT FOR THEM. WHEN I WENT IN THE PORTAL I WAS NOT UNDERSTANDING HOW I AM SUPPOSED TO DO THAT.
>> THIS IS DEBBRA TENNESSEE FROM MAXIMUS. I BELIEVE THE INSTRUCTIONS WERE GIVEN WAS FOR A SITUATION WHERE YOU HAD PREVIOUSLY SUBMITTED A PAYMENT REQUEST THROUGH THE TICKET PORTAL. THOSE INSTRUCTIONS ARE IF YOU HAVE SUBMITTED A PAYMENT REQUEST AND YOU LATER WANT TO SUBMIT ADDITIONAL EARNINGS. YOU HAVE TO PRINT OFF A COVER FAX SHEET, AN ADDITIONAL COPY OF THE FAX SHEET IF YOU ALREADY HAVE ONE SO WHEN YOU FAX IN THOSE EARNINGS, THE PAY STUBS OR WHATEVER YOU HAVE, THAT INFORMATION WILL BE ASSOCIATED WITH THE PAYMENT REQUEST THAT YOU PREVIOUSLY FAXED IN OR SUBMITTED THROUGH THE PORTAL, I'M SORRY. SO THE FIRST STEP WOULD BE YOU SUBMITTED A PAYMENT REQUEST THROUGH THE PORTAL. THEN YOU HAVE SOME EARNINGS THAT YOU WANT TO SUBMIT ALONG WITH THAT PAYMENT REQUEST, BUT YOU ARE NOT ABLE TO DO IT AT THE SAME TIME YOU SUBMIT YOUR PAYMENT REQUEST. SO WHAT YOU WOULD DO IS PRINT OFF THE FAX COVER SHEET ONCE YOU SUBMIT YOUR PAYMENT REQUEST THROUGH THE PORTAL. ONCE YOU PRINT OFF THAT FAX COVER SHEET, ANY DOCUMENTATION THAT YOU HAD, ANY WAGE INFORMATION FROM A THIRD PARTY SUCH AS THE WORK NUMBER OR WHATEVER, YOU WOULD PUT IT BEHIND THAT FAX SHEET THAT YOU PRINTED OFF AND SUBMIT THAT WHOLE DOCUMENT USING THE FAX NUMBER ON THE FAX COVER SHEET. THERE'S A BAR CODE ON THAT FAX COVER SHEET AND WHAT HAPPENS IS ONCE YOU SUBMIT THAT THROUGH THE -- FAX THAT INFORMATION IN, ALL THAT INFORMATION WILL BE ASSOCIATED WITH THAT PAYMENT REQUEST SO THAT OUR PROCESSORS, AND THERE ARE SOME THINGS HAPPENING BEHIND THE SCENES -- ONCE THAT INFORMATION COMES IN THAT CASE THAT IS SITTING IN THE QUEUE WILL GO TO THE PROPER STATUS FOR OUR PROCESSORS TO WORK BECAUSE THEY KNOW THEY HAVE ALL THE INFORMATION THEY NEED TO WORK THAT CASE. SO IS THAT WHAT YOU ARE TALKING ABOUT OR IS IT SOMETHING DIFFERENT?
>> WELL, I'M NOT REQUESTING A PAYMENT REQUEST, I'M TRYING TO SUBMIT THEIR WAGES.
>> OKAY, SO THIS IS DIFFERENT. NOW YOU ARE SUBMITTING -- OKAY, IT IS DIFFERENT.
YOU WOULD NOT BE ABLE TO PRINT OFF A FAX DOCUMENT, SINCE YOU DIDN'T SUBMIT A PAYMENT REQUEST.
>> THAT'S RIGHT, YEAH.
>> [INDISCERNIBLE] PROCESS, WHICH IS FAXING JUST THE WAGE INFORMATION DIRECTLY TO MAXIMUS WITHOUT THE PAYMENT REQUEST. WE STILL WILL GET THOSE IN THE FAX.
>> YES, THEY KEEP TELLING ME THEY CAN'T ACCEPT IT AND I HAVE TO DO IT THROUGH THE PORTAL AND I'M JUST, LIKE, I'M NOT UNDERSTANDING HOW I'M SUPPOSED TO SUBMIT MY CLIENT'S WAGES.
>> RIGHT, YOU ARE ABSOLUTELY CORRECT. IF YOU DON'T SUBMIT A PAYMENT REQUEST THROUGH THE PORTAL THAT IS NOT THE METHOD OF SUBMITTING WAGE INFORMATION.
>> RIGHT.
>> YOU NEED TO DO IT MANUALLY, NOT BY WAY OF THE PORTAL, YOU WOULD NOT PRINT OFF A FAX SHEET FROM THE PORTAL, YOU WOULD JUST USE THE -- OKAY, YOU GOT IT NOW?
>> I AM TRYING TO FAX IT TO THE FAX NUMBER WITH THE FAX COVER SHEET AND THEIR PAYCHECK STUBS BEHIND IT AND THEY TOLD ME THEY CAN'T ACCEPT THAT.
>> OKAY, LET ME TAKE YOUR NAME DOWN AGAIN AND YOUR EN
>> SURE, IT'S LORRAINE BROWN AND THE EN IS POLISHING THE PROFESSIONAL.
>> OKAY, GO AHEAD, EITHER SOMEONE FROM OUR EN PAYMENTS DEPARTMENT OR OUR PROVIDER SUPPORT MANAGER TALK TO YOU ABOUT THAT OR CLARIFY. BECAUSE THERE HAS BEEN SOME CONFUSION ABOUT THAT BECAUSE WE ARE RECEIVING ALL OF A SUDDEN WAGE REPORTS FROM ALL OVER THE PLACE. YOU KNOW, WE DO WANT YOU TO SUBMIT WAGE REPORTS FOR TICKET TO WORK BENEFICIARIES SO THAT WE GET, ESPECIALLY THOSE WHO HAVE EARNINGS AT THE SGA LEVEL OR ARE STILL IN CURRENT PAY AND WE NEED TO PLACE THEM IN SUSPENSE DUE TO WORK OR EARNINGS SO FIRST OF ALL YOU CAN GET YOUR OUTCOME CLAIM AND THEN WE CAN START THE WORK CDR SO THE BENEFICIARY CAN STOP RECEIVING THOSE MONTHLY PAYMENTS AND PREVENT ADDITIONAL OVERPAYMENTS FOR THE BENEFICIARY.
>> UH-HUH. DO I HAVE TO --
>> I AM GOING TO HAVE OUR MANAGERS CALL YOU BUT I CAN GIVE YOU THE NAME OF OUR EN PAYMENTS MANAGER, HER NAME IS KIMBERLY CUTLER AND IF YOU ARE GOING TO SEND HER AN EMAIL IT'S GOING TO BE KIMBERLYCUTLER @ MAXIMUS.COM. IF YOU HAVE A SPECIFIC QUESTION, AS A MATTER OF FACT WHAT YOU COULD DO IS YOU CAN MENTION MY NAME, MY NAME IS DEBBRA TENNESSEE, AND MENTION THAT I PROVIDED HER NAME DURING THE ALL EN CALL AND IT'S AN ISSUE ABOUT THE WAY THAT EARNINGS ARE SUBMITTED WITHOUT PAYMENT REQUESTS. AND IN THE MEANTIME THAT PARTICULAR DEPARTMENT KNOWS WHAT TO DO WHEN THEY GET IN WAGES, BUT WE STILL, I STILL WOULD HAVE A CONFERENCE WITH THE PROVIDER SUPPORT STAFF, WHICH IS WHERE YOU GOT, YOU RECEIVED DIRECTION ON HOW TO SUBMIT THE PAGE INFORMATION WHICH IS NOT ENTIRELY CORRECT BECAUSE YOU DID NOT HAVE A PAYMENT REQUEST. WE'LL HAVE TO GET TOGETHER AND MAKE SURE THEY ARE ON THE SAME PAGE.
>> WHAT'S YOUR NAME? DEBBRA TENNESSEE?
>> DEBBRA, OKAY. DEBBRA TENNESSEE, I WILL BE SURE TO PUT YOUR NAME IN AND LET HER KNOW THAT YOU REFERRED ME TO HER. THANK YOU VERY MUCH.
>> YOU ARE WELCOME.
>> WE'LL MOVE ON TO [INDISCERNIBLE] BAXTER WITH AMERICA WORKS OF NEW YORK.
>> HELLO, MY QUESTION WAS ALREADY ANSWERED, I'M SORRY.
>> OKAY, NO WORRIES. THANK YOU.
>> IF YOU FEEL THAT YOUR QUESTION HAS BEEN ANSWERED YOU MAY REMOVE YOURSELF FROM THE QUEUE BY PRESSING STAR 2.
WE WILL MOVE ON TO PAMELA CROSS WITH CENTRAL ARKANSAS DISABILITY SERVICES. PLEASE GO AHEAD, YOUR LINE HAS BEEN OPENED.
>> HELLO, PAMELA.
>> PAMELA, PLEASE CHECK YOUR MUTE FUNCTION. DUE TO NO RESPONSE WE WILL MOVE ON TO KIRSTEN SILVER.
>> A COUPLE MONTHS AGO MY AGENCY SUBMITTED A CHANGE FORM UPDATING SOME OF THE INFORMATION ON OUR EN PROFILE ON THE FIND HELP PAGE, AS WELL AS UPDATING SOME INFORMATION REGARDING WHO OUR CONTACTS ARE FOR DIFFERENT AREA LIKE SUITABILITY, SIGNATORY, ET CETERA. WE RECEIVED A RESPONSE THAT THE CHANGES HAD BEEN MADE. HOWEVER, WHEN WE GO TO OUR EN PROFILE THEY ARE NOT SHOWING UP AND THE CORRECT PEOPLE ARE STILL NOT GETTING THE CORRECT COMMUNICATIONS FROM SSA. WHEN I ASK OUR EN SPECIALIST ABOUT IT SHE TELLS ME SHE IS RESEARCHING IT OR I DON'T GET A RESPONSE AT ALL, SO I WAS WONDERING WHO I COULD REACH OUT TO OR IF YOU GUYS CAN GIVE ME ANY FEEDBACK ON THAT.
>> WHAT STATE ARE YOU IN?
>> MARYLAND.
>> YOU ARE IN MARYLAND. OKAY, I WOULD SEND IT TO EN SERVICE AND CC PATRICE MCLANE.
>> OKAY, WILL DO. THANK YOU VERY MUCH.
>> AMY WALLACE WITH WHOLE CIRCLE EMPLOYMENT SOLUTIONS, PLEASE GO AHEAD WITH YOUR QUESTION.
>> GOOD AFTERNOON, EVERYONE, I HAVE A QUESTION -- HI-- HAS TO DO WITH THE PORTAL AND REQUESTING A PAYMENT. WE'VE NOTICED SEVERAL TIMES NOW WHEN WE'VE GONE IN TO REQUEST PAYMENT THAT IT SHOWS UP THAT THE INDIVIDUAL HAS EARNINGS OVER SGA AND SO WE CLICK NO TO SUBMIT PAY STUBS AND THEN IT'S BEEN BOUNCED BACK MULTIPLE TIMES, WE HAVE GOTTEN A NOTICE FROM YOU SAYING WE NEED PAY STUB INFORMATION. IT'S A LITTLE BIT FRUSTRATING BECAUSE IF WE KNEW ON THE FRONT END WE WOULD JUST UPLOAD THEM IF WE HAD THEM OR NOT SUBMIT A PAYMENT. I DON'T KNOW IF THERE'S A GLITCH OR IF YOU ARE AWARE OF THAT OR IF OTHER EN'S ARE HAVING THAT SAME ISSUE.
>> I'M SORRY, THIS IS DEBBRA TENNESSEE. COULD YOU REPEAT THAT AGAIN? YOU SUBMIT YOUR PAYMENT REQUEST THROUGH THE PORTAL AND THEN YOU GET A MESSAGE THAT THERE'S WHAT, THE EARNINGS --
>> WHEN WE GO IN THERE YOU CAN CHOOSE A YES OR NO TO UPLOAD PAY STUBS OR UPLOAD EARNINGS. WHEN I GO IN THERE IT WILL SAY EARNINGS ARE ON THE RECORD ALREADY ABOVE SGA, I CAN'T REMEMBER THE EXACT LANGUAGE, DO YOU WANT TO SUBMIT PAY STUBS? AND I WOULD CLICK NO BECAUSE EARNINGS ARE ALREADY ON THE RECORD ABOVE SGA THEN I GO THROUGH THE WHOLE PROCESS, SUBMIT A PAYMENT, THEN WE GET A DIARY AND IT'S A WEEK OR SO LATER WE GET A NOTICE FROM YOU GUYS SAYING THEY ARE EXAMINING THE PAY STUBS. IT'S INTERESTING BECAUSE IT SAYS IT'S ALREADY ABOVE SGA BUT THEN WE GET A CHCE@MATHEMATICA-MPR.COMING INFORMATION. IT'S HAPPENING A LOT.
>> I BELIEVE THE MESSAGE SAYS, EARNINGS ALREADY PROVEN. [INDISCERNIBLE] THERE ARE EARNINGS IN SSA'S DATA BASE IN THE SYSTEM SOMEWHERE, BUT WHEN THE STAFF GOES TO CHECK THOSE EARNINGS ARE NOT VERIFIED SO WE WOULD HAVE TO COME BACK TO YOU TO ASK YOU FOR PAY STUBS. ANY SITUATION WHERE YOU SAY THAT MESSAGE THE EARNINGS ARE THERE AND WE CAN MOVE FORWARD, BUT IF THEY ARE NOT SEEING THOSE EARNINGS ALREADY THERE WE WILL HAVE TO COME BACK TO YOU. IT IS NOT 100 PERCENT VERIFIED WITH THE SOCIAL SECURITY SYSTEM, IT'S REALLY LOOKING AROUND THE POSSIBILITY THAT THEY COULD BE EARNING IN DIFFERENT PLACES AND SOMETIMES IT'S A QUARTERLY EARNINGS RECORD AND WHEN WE GO LOOK AT THE QUARTERLY EARNINGS RECORD IT MAY EVEN HAVE IT BROKEN DOWN FOR MONTH AND FOR A PARTICULAR MONTH THERE ARE NO EARNINGS AT SGA BUT FOR THE OTHER MONTHS IT WAS WELL OVER SGA AND THE SYSTEM MAY HAVE DIVIDED BY 3 SO IT APPEARS TO SATISFY THE PAYMENT REQUEST. THERE'S A LITTLE BIT MORE INFORMATION THAT'S DONE BY OUR PAYMENT STAFF SO THAT'S WHY YOU WOULD PROBABLY GET THAT MONTHLY.
>> EVEN SO --
>> I'M SORRY, I WAS JUST TRYING TO SEE IF OUR SSA PORTAL SPECIALIST WAS ON THE LINE SO SHE COULD WEIGH IN ON THIS AS WELL.
>> THIS IS KATIE. I AM HERE.
>> DID YOU HEAR THE QUESTION AND MY RESPONSE?
>> YES, YES. SO THE PORTAL DOES A CALCULATION TO COME UP WITH A MONTHLY TOTAL BUT EACH PAYMENT REQUEST IS VERIFIED BY A PERSON WHO GOES AND CHECKS AND MAKES SURE THAT THE MONTHLY EARNINGS ARE CORRECT, THEY CHECK ALL THE SSA'S SYSTEM TO MAKE SURE THE MATH ADDS UP. LIKE DEBBRA WAS SAYING, SAY FOR INSTANCE WE HAVE THE YEARLY IRS EARNINGS, WHEN YOU DIVIDE BY 12 YOU GET FOR EVERY MONTH IN THE YEAR THEY EARNED ENOUGH FOR THAT PAYMENT SO THE SYSTEM COMES BACK IF YOU HAVE ENOUGH, BUT THEN WHEN THE PERSON REVIEWING THE CASE LOOKS AT IT THEY FIND MONTHLY EARNINGS FOR ONE OF THE MONTHS IN THAT YEAR THAT CONTRADICTS IT, THAT MAKES IT SEEM LIKE, WELL, MORE OF THOSE EARNINGS WERE IN ONE MONTH OR ONE QUARTER THAN ANOTHER. SO A PERSON SITS AND DOES MATH AND DETERMINES THE ACTUAL MONTHLY AMOUNT THAT WAS EARNED BY THE BENEFICIARY FOR A PAYMENT FOR EACH CLAIM MONTH WHILE THE SYSTEM, THE PORTAL ITSELF, IS JUST USING AN AVERAGE. IT'S TAKING YEARLY INFORMATION AND DIVIDING BY 12 OR QUARTERLY INFORMATION IF WE HAVE IT AND DIVIDED BY 4, BUT THE PERSON MAY HAVE MONTHLY INFORMATION AVAILABLE THAT CONTRADICTS THE INFORMATION WE HAVE. IT COULD BE WE HAVE MONTHLY WAGES ON THIS PARTICULAR BENEFICIARY THAT YOU ARE SEEING AND THAT'S WHY THIS IS HAPPENING.
I WOULD RECOMMEND IF YOU HAVE THE PAY STUB OR THE VERIFIED EARNINGS IN FRONT OF YOU AND YOU GET THAT MESSAGE, YOU KNOW, I WOULD RECOMMEND IF THIS HAPPENS TO YOU OFTEN TO JUST GO AHEAD AND SEND IT IN AND THEN YOU ARE SAVING THAT STEP.
>> YEAH, IT'S TYPICALLY PEOPLE WE DON'T HAVE IT OR I DON'T -- YEAH, THANK YOU, I UNDERSTAND NOW. THANK YOU.
>> IT'S JUST A SYSTEM VERSUS A PERSON AND WE TRY AND MAKE IT AS ACCURATE A PAYMENT AS POSSIBLE.
>> YEAH, AND WE TYPICALLY HAVE THE EARNINGS AND WE'RE NOT SUBMITTING BECAUSE WE TRACK ALL OF THAT AS WELL, BUT IT'S FINE. WE WILL BE MORE CAREFUL ABOUT THAT LANGUAGE THERE, SO THANK YOU.
>> AND WE HAVE PAULA VIOLET WITH EMPLOYMENT OPTIONS.
>> HI, THIS IS PAULA, THANK YOU AND WELCOME TO OUR NEW PEOPLE ON BOARD FROM SOCIAL SECURITY.
I HAD SOME CONCERNS ABOUT THIS CONTACT. I'VE BEEN AN EN SINCE 2002 AND I TAKE PRIDE IN I THINK BEING A REALLY GOOD EN AND, YOU KNOW, WE SEND OUT ALL THESE NICE LITTLE LETTERS, HOW WAS YOUR -- DID YOU GET MY CORRESPONDENCE, WE PERSONALIZE EVERYTHING TO OUR CLIENTS AND, YOU KNOW, THEY STILL DON'T GET BACK WITH US. WE HAVE HASSLES. WE DO EVERYTHING WE CAN TO TRY AND STAY IN TOUCH WITH PEOPLE AND SOME PEOPLE, YOU KNOW, THEY THINK IF WE DON'T TALK TO US THEN THEY ARE GOING TO BE ABLE TO DUPE SOCIAL SECURITY AND THAT NOBODY IS GOING TO FIND OUT THAT THEY'RE WORKING. I CAN ALMOST PREDICT TO YOU THAT THOSE WHO AREN'T CALLING US BACK, THEY ARE WORKING. I JUST WANTED TO MAKE THIS COMMENT.
I'M VERY CONCERNED THESE STANDARDIZED LETTERS YOU WANT US TO DOCUMENT EACH CALL THAT WE MAKE TO OUR CLIENT IS GOING TO POSE AN UNNECESSARY ADMINISTRATIVE BURDEN ON MY COMPANY. WE SEND OUT LETTERS, POST CARDS, BIRTHDAY CARDS, THEY COME BACK WITH THE WRONG ADDRESS, I PROBABLY GET 30, 40 A MONTH. WE CAN CERTAINLY TAKE A PICTURE AND UPLOAD IT IN THEIR FILE BUT WE'RE NOT SENDING OUT STANDARDIZED LETTERS WHICH IS WHAT WE'RE SEEING HERE. I JUST, I MEAN WE SPEND A LOT OF TIME ON SERVICES THAT WE DON'T GET PAID FOR, YOU KNOW, A LOT.
>> PAULA, CAN YOU HEAR ME?
>> YES.
>> THIS IS GARY ROWE SO, PAULA, WE'RE NOT SAYING THAT YOU HAVE TO USE THE FORMALIZED LETTERS THAT WE'RE SENDING. WE'RE NOT TRYING TO RUN YOUR BUSINESS BY ANY MEANS. BUT WE ARE TRYING TO HAVE OVERSIGHT OF THE PROGRAM, FOR THE CERTIFICATION OF SERVICES PROCESS, AND JUST FOR THE GENERAL OVERSIGHT OF THE PROGRAM. AND WE'VE NOW BEEN OUT AND DONE 100-SOME VISITS AND REALLY THE RECORD KEEPING, GENERALLY SPEAKING, AMONG EN'S, AND I'M NOT TALKING ABOUT YOURS, IS NOT EXACTLY WHERE WE'D LIKE TO SEE IT. AND WE ARE SUBJECT OURSELVES TO INTERNAL AUDITS SO WE HAVE TO BE CERTAIN THAT THERE'S DOCUMENTATION ON YOUR PART SO THAT THAT'S DOCUMENTATION ON OUR PART. AND IF YOU ARE SENDING OUT, IF YOU ARE SENDING OUT CARDS OR WHATEVER AND YOU ARE ADDRESSING THE INDIVIDUAL THAT YOU ARE SENDING IT TO AND YOU ARE TELLING THEM THAT YOU WANT THEM TO GET IN TOUCH WITH YOU, IT'S PART OF THEIR REQUIREMENTS FOR THEIR IWP WHEN THEY SIGN UP FOR THAT WITH YOU, THEY SIGN THAT AGREEMENT, THEN WE NEED TO BE ABLE TO SEE THAT IN YOUR DOCUMENTS WHEN WE ARE CERTIFYING SERVICES OR YOUR ATTEMPT AT SERVICES. SO THAT'S THE WHOLE THING BEHIND THIS. WE'RE NOT TRYING TO RUN YOUR BUSINESS BUT WE ARE TRYING TO ENSURE PROPER OVERSIGHT OF THE PROGRAM AND IT SHOULD MAKE IT BETTER FOR YOU WITH REGARD TO CERTIFICATION OF SERVICES AND BETTER FOR ALL OF US. SO THAT'S THE INTENT.
>> RIGHT. SO THEN WE DON'T HAVE TO USE THOSE LETTERS THAT YOU -- AND KEEP A SEPARATE DOCUMENTATION THAN WHAT WE'RE ALREADY DOING THEN, IF I'M UNDERSTANDING THAT CORRECTLY.
>> NO, I'M NOT SURE WHAT YOUR DOCUMENTATION IS ITSELF BUT I'M SAYING THAT IN YOUR RECORDS WHEN WE LOOK AT SOMETHING WE WANT TO SEE WHAT YOU'VE ACTUALLY SENT AND THAT IT WAS ADDRESSED SPECIFICALLY TO THE INDIVIDUAL AND IT WAS SENT WITH SOME KIND OF MESSAGE FOR THAT INDIVIDUAL AS OPPOSED TO SORT OF A GENERALIZED MARKETING THING TO ALL OF YOUR BENEFICIARIES, THAT SORT OF THING. BUT, NO, YOU DON'T HAVE TO USE THE LETTER THAT WE ARE GIVING AS AN EXAMPLE. YOU CAN, BUT YOU DON'T HAVE TO.
>> THAT MAKES ME FEEL BETTER.
>> OKAY, ALL RIGHT. AND AGAIN AS CARA SAID, WE ARE GOING TO HAVE THIS TRAINING SO HOPEFULLY WE'LL BE ABLE TO GIVE SOME MORE DETAILED ILLUSTRATIONS OF WHAT WE'RE TALKING ABOUT.
>> AND I CERTAINLY UNDERSTAND THE NEED FOR OVERSIGHT AND TO MAKE SURE THAT EN'S ARE DOING WHAT THEY SAID THEY WOULD DO BUT IT'S ALSO UP TO THE CLIENT TO DO THAT. WE ONLY HAVE SO MUCH CONTROL OVER THEM. I CAN'T FORCE THEM TO CALL ME BACK.
>> YOU ARE ABSOLUTELY RIGHT. BUT WE'VE BEEN TO MANY EN'S THAT SAID, OH, YEAH, I'VE CALLED THEM, THERE'S NO DOCUMENTATION IN THEIR FILES TO SUGGEST THAT. SO, YOU KNOW, WE'VE GOT TO PULL THIS AND MAKE IT A LITTLE BIT TIGHTER AND FOR AGENCIES THAT HAVE THEIR DOCUMENTATION IN GOOD ORDER AND THAT THEY CAN DEMONSTRATE UPON REVIEW OR FOR CERTIFICATION OF SERVICES WHEN WE REQUEST IT AND THAT SHOULDN'T BE MUCH OF AN ISSUE.
>> OKAY, SO WE DON'T REALLY NEED TO CHANGE WHAT WE'RE DOING, THEN. WE KNOW WE'RE DOING WHAT WE CAN DO TO STAY IN TOUCH WITH OUR PEOPLE. IT'S IN OUR BEST INTEREST BECAUSE OTHERWISE WE MAY LOSE THEM.
>> WELL, YOU STILL NEED TO FOLLOW THE NUMBER OF TIMES THAT WE'RE TALKING ABOUT THAT CARA DESCRIBED. IF YOU ARE ALREADY DOING THAT AND YOU HAVE THAT SHOWING IN YOUR DOCUMENTATION THEN THERE SHOULDN'T BE AN ISSUE.
>> SO SOME OF THE DOCUMENTATION WE SEND OUT IS, LIKE, OKAY, WE'RE HAVING OUR BIG JOB FAIR AND WE SEND NOTIFICATIONS TO ALL OUR CLIENTS. I MEAN, TO ME THAT'S [INDISCERNIBLE] INFORMATION BUT THAT WOULD BE CONSIDERED A GROUP LETTER.
>> YEAH, IT WOULD BE CONSIDERED A NEWSLETTER BECAUSE YOU JUST SAID YOU ARE SENDING IT TO ALL YOUR CLIENTS. SO WHAT WE'RE LOOKING FOR --
>> [INDISCERNIBLE] SERVICES.
>> ABSOLUTELY, WE'RE NOT SAYING YOU SHOULDN'T. THAT'S NO PROBLEM WHATSOEVER. BUT THE ISSUE IS WHETHER IT WOULD CONSTITUTE -- IT DEPENDS ON EACH INDIVIDUAL SITUATION, WHAT CONTACT.
>> RIGHT, RIGHT.
>> SOMEBODY MAY HAVE CALLED IN OR YOU MAY HAVE HAD A CONVERSATION, THEN THAT'S GREAT, THE MORE MARKETING YOU DO TO THEM, THAT'S SUPER. WE'RE NOT SAYING THAT'S PROBLEMATIC AT ALL.
>> WE CALL IT CAREER DEVELOPMENT.
>> SO WE CAN DISCUSS THIS IN MORE DETAIL AT THE TRAINING.
>> SURE, THANK YOU. I APPRECIATE YOUR, YOU KNOW.
>> WELL , WE APPRECIATE THAT. WE REALIZE IT IS 4.30 AND IT'S SUPPOSED TO BE OUR END AND WE DID START LATE SO WE WOULD LIKE TO KEEP THE LINES OPEN FOR ABOUT ANOTHER 10 MINUTES OR SO BUT WE UNDERSTAND IF YOU DO HAVE TO DROP OFF. BEFORE WE TAKE ANOTHER QUESTION FROM THE QUEUE I DID WANT TO MAKE SOME CLARIFICATIONS. I DO WANT TO ENSURE THAT IF YOU HAD JOTED DOWN KIMBERLY CUTLER'S EMAIL ADDRESS, IT'S KIMBERLY H. CUTLER AND WE HAVE THAT IN THE CHAT.
DO YOU WANT TICKET HOLDERS WE ARE WORKING WITH PRESENT AT THE SITE VISIT?
>> THAT'S UP TO YOU. I PERSONALLY HAVE BEEN ON SITE VISITS WHERE THEY HAVE BEEN THERE AND IT'S NICE TO TALK TO TICKET HOLDERS BUT IT'S NOT MANDATORY.
>> THANK YOU. AND IS THERE ANYTHING SSA CAN DO TO HELP US MAINTAIN ACCURATE ADDRESSING INFORMATION?
>> THERE IS NOT MUCH SSA CAN DO, BUT THAT'S, I THINK, THE POINT GARY WAS TRYING TO MAKE. IF YOU HAVE REGULAR CONTACT WITH YOUR BENEFICIARIES AND A GOOD RAPPORT WITH THEM, THEY SHOULD BE LETTING YOU KNOW WHEN SOMETHING CHANGES.
>> AND ONE MORE FROM THE CHAT. IF WE HAVE A CLIENT IN AN EXTEND ED EDUCATION PROGRAM ARE WE STILL REQUIRED TO CONTACT THEM MONTHLY?
>> YES.
>> STEPHANIE, DO WE HAVE ANY OTHER QUESTIONS FROM THE QUEUE?
>> LOOKS LIKE WE HAVE ONE MORE FROM STACEY CLARK WITH SERVICE SOURCE. GO AHEAD, STACEY.
>> OKAY, CAN YOU HEAR ME?
>> YES, HI, STACEY.
>> HI. OKAY, NOW I CAN TALK BETTER.
I HAVE HAD, I HEARD A LITTLE TALKING ABOUT THIS WITH REGARD TO WAGE REPORTING PAY STUBS TO THE LOCAL FIELD OFFICE. MINE HAS GIVEN ME DIFFERENT WAYS THAT THEY WANT IT FROM MY BENEFICIARIES. MY MAIN QUESTION IS CAN I PUT THEM INTO THE PORTAL, THE REAL PAY STUBS THAT I GET, THE HARD COPIES, SCAN THEM IN WHEN I FAX IT IN, WILL THAT BE SUFFICIENT TO THE WAGE REPORTING THROUGH THE PORTAL NOW?
>> GO AHEAD, DEBBRA.
>> OKAY, THIS IS DEBBRA TENNESSEE FROM MAXIMUS. LET ME JUST SAY WHAT YOU CAN SEND IN THROUGH THE PORTAL. YOU CAN SUBMIT VIA THE PORTAL A PAYMENT REQUEST. NOW, YOU ARE NOT ABLE TO SEND ANY ATTACHMENTS OR ANY DOCUMENTATION ALONG WITH YOUR PAYMENT REQUEST THROUGH THE PORTAL, YOU CAN JUST SNIT THAT CLAIM. THE REASON FOR SUBMITTING THAT THROUGH THE PORTAL, WHAT IT DOES, IT CREATES A WORK CASE AND THE TICKET TO WORK SYSTEM, THAT'S WHAT I'M GOING TO CALL IT, IT CREATES A CLAIM, A WORK CASE AND FOR EACH CLAIM TO YOU SUBMIT. ONCE YOU SUBMIT ALL THE INFORMATION ON A PARTICULAR CLAIM IT WILL ASK YOU WHETHER OR NOT YOU WANT TO SUBMIT YOUR WAGE DOCUMENTS. FROM A PREVIOUS CALLER SOMETIMES THE ANSWER WOULD BE NO BECAUSE IF YOU RECEIVE A MESSAGE THAT THE EARNINGS ARE ALREADY PROVEN YOU WOULDN'T HAVE TO DO IT. WE DO SUGGEST THAT IF YOU DO HAVE PRIMARY EVIDENCE SUCH AS PAY STUBS OR WHATEVER THAT YOU ALWAYS SUBMIT THAT THROUGH THE PORTAL, EVEN IF IT SAYS EARNINGS ARE ALREADY PROVEN BECAUSE WE WANT TO KEY THOSE EARNINGS IN AND WE WANT TO MAKE SURE IF POSSIBLE WORK CDR'S ARE PERFORMED.
>> YES.
>> IF YOU SUBMIT A CLAIM THROUGH THE PORTAL AND YOU HAVE EARNINGS INFORMATION, PAY STUBS, PRINT OFF THAT FAX COVER SHEET AND SEND THAT DOCUMENTATION IN LATER.
NOW, DIFFERENT SITUATION IS IF YOU HAVE WAGE INFORMATION, PAY STUBS, BUT YOU DIDN'T SUBMIT A PAYMENT REQUEST. IF THAT HAPPENS THEN WHAT YOU ARE GOING TO DO IS USE THE REGULAR FAX SHEET TO OUR PROVIDER SUPPORT STAFF AND SEND THOSE EARNINGS IN TO MAXIMUS. MAXIMUS WILL KEY THOSE EARNINGS IN, THE DIFFERENCE BEING IT'S NOT GOING TO BE ASSOCIATED WITH A PAYMENT REQUEST OR CLAIM. WE'LL MAKE SURE THOSE EARNINGS ARE IN THE SYSTEM AND THAT IF NECESSARY OR, IF POSSIBLE, WORK CDR'S CAN BEGIN ON THOSE.
DOES THAT ANSWER YOUR QUESTION?
>> YOU DID. AND YOU KNOW WHAT, IT'S BEEN TOLD DIFFERENTLY FROM MY LOCAL FIELD OFFICES BUT LET ME JUST LET YOU, ONE FOLLOW-UP QUESTION TO WHAT YOU SAID. I TOTALLY UNDERSTAND WHAT YOU SAID AND I ALWAYS SEND IN EVIDENCE EVEN IF IT SAYS EVIDENCE IS THERE I SEND IT IN BECAUSE EXACTLY OF WHAT YOU SAID. IT COULD BE A LITTLE DIFFERENT BECAUSE I HAVE THE REAL THING.
NOW, BACK TO THE LOCAL FIELD OFFICE. WHAT MY LOCAL FIELD OFFICE HAS SAID ONCE THEY HAVE A FULL 30 DAYS, THE FULL MONTHLY WHATEVER, THESE ARE NEW PEOPLE, NEW TICKET PEOPLE THAT ARE JUST STARTING TO WORK, THEY HAVEN'T WORKED IN A WHILE, THEY HAVE SAID TO CALL A PARTICULAR SOCIAL SECURITY NUMBER TO REPORT WAGES. THAT'S HOW THEY NEED TO DO THAT. AND THEN WHAT WILL HAPPEN IS THAT WORK GENERATION THING YOU JUST MENTIONED THAT LETTER, WHATEVER, WILL BE GENERATED AND MAILED OUT TO THE BENEFICIARY TO COMPLETE THAT LETTER. BUT WHAT I'M HEARING YOU JUST SAY IS I CAN DO THAT ON MY OWN THE WAY YOU JUST SAID FOR MY BENEFICIARY AND IT WILL STILL WORK THE SAME WAY?
>> LET ME SAY THIS. THE WAGE REPORTING PROCESS IS A SEPARATE PROCESS ALL ITS OWN AND IT HAS MANY LEVELS.
>> OKAY.
>> WHAT WE'RE TRY TO GO DO, LET ME TELL YOU WHAT SOCIAL SECURITY, THE TICKET IT WORK IS TRYING TO DO. WHAT WE'RE TRYING TO DO FIRST IS TO ENTER EARNINGS IN THE SOCIAL SECURITY SYSTEM OF BENEFICIARIES ARE CURRENTLY IN OVERPAYMENT SITUATION WITH SOCIAL SECURITY BECAUSE THEY ARE CONTINUING TO RECEIVE MONTHLY BENEFIT PAYMENTS WHEN REALLY THOSE BENEFIT PAYMENTS SHOULD CEASE. HO\*UFR, THEY ARE STILL IN WHAT WE CALL AN OVERPAYMENT SITUATION. HOWEVER, BY SUBMITTING EARNINGS TO US IN THOSE SITUATIONS WHERE YOU KNOW A BENEFICIARY AND I CAN USE THE TERMINOLOGY HERE THAT YOU MAY BE FAMILIAR WITH, PHASE II MILESTONES AND OUTCOMES, PHASE II MILESTONES YOU CAN GET PAYMENTS IF THE BENEFICIARY IS IN CURRENT PAY AND THEIR EARNINGS ARE AT OR ABOVE SGA
HOWEVER, THERE'S A LIP TO THOSE. SO NOW YOU HAVE A BENEFICIARY THAT YOU'VE BEEN WORKING WITH A LONG, LONG TIME AND EVERY MONTH YOU ARE GETTING A DENIAL BECAUSE THE BENEFICIARY IS IN CURRENT PAY, EVEN THOUGH THE EARNINGS ARE IN SGA BUT SOCIAL SECURITY HAS NOT SUSPENDED THEIR PAYMENTS OR STOPPED THEIR PAYMENTS. WE'RE TRYING TO DO AT MAXIMUS IS TRYING TO FIRST GET THOSE WAGES AND FOR THOSE BENEFICIARIES BECAUSE THEY ARE IN A VERY DELICATE POSITION. THEY HAVE OVERPAYMENTS, THOSE OVERPAYMENTS INCREASE EVERY MONTH. WE WANT TO STOP THOSE AND SUSPEND THEM.
NOW, IT'S NOT TO SAY THAT WE DON'T KEY IN EARNINGS FOR OTHER BENEFICIARIES WHOSE EARNINGS ARE LESS THAN SGA, I THINK YOU WERE TALKING ABOUT THOSE NEW BENEFICIARIES OR TICKET TO WORK BENEFICIARIES WHO MAY BE AT TRIAL WORK LEVEL OR BELOW. WE HAVE PRIORITIES AS FAR AS KEYING IN EARNINGS. LET ME JUST SAY THIS. FOR THE MOST PART THE PRIORITY FOR US WILL BE TO KEY IN THOSE EARNINGS AND DO THE WAGE REPORTING PROCESS IS FOR THOSE WHO ARE AT SGA
HOWEVER, AT MAXIMUS WE STILL WITHIN ANOTHER SYSTEM STILL ENTER ALL EARNINGS THAT EN'S SUBMIT WITH PAYMENT REQUESTS FOR, AS YOU MAY SAY, WITHOUT A PAYMENT REQUEST. EVENTUALLY THOSE EARNINGS SHOULD BE LOOKED AT BY THE FIELD OFFICES AND POSSIBLY A WORK CDR, BUT THEY WOULDN'T BE GIVEN PRIORITY.
>> OKAY. SO TO SUMMARIZE, I GET EXACTLY WHAT YOU ARE SAYING. I JUST WANT TO DO THE BEST THING FOR MY BENEFICIARIES TO NOT HAVE ISSUES LIKE YOU SAID IN THE END WITH NOT PROPERLY REPORTING. SHOULD I CONTINUE TO HAVE THEM CALL THAT 1-800 NUMBER, I DON'T KNOW IT BY HEART RIGHT NOW, TO VERBALLY CALL THAT IN TO CREATE IT AND THEN STILL DO IT BEYOND MY PART THROUGH THE PORTAL? WOULD THAT BE DOUBLE DUTY? IS THAT NOT A GOOD IDEA?
>> I THINK IT'S NOT A BAD IDEA TO DO THAT. SOCIAL SECURITY WILL HAVE, THAT WAY YOU CAN MAKE SURE. BECAUSE IF SOCIAL SECURITY ALREADY HAS IT AND WE SEE THAT WE WOULDN'T HAVE TO KEY THEM IN TWICE. BUT JUST TO BE SURE, YES, TPM WILL FIX THOSE EARNINGS.
>> PATRICE, ARE YOU ON HERE?
>> I'M SORRY, STEPHANIE, WHAT'S THAT?
>> THERE ARE NO CURRENT QUESTIONS IN THE QUEUE.
>> GO AHEAD, GARY, YOU WERE ASKING FOR PATRICE?
>> DO YOU HAVE ANYTHING TO ADD TO THAT?
>> I'M OKAY WITH IT. I DID WANT TO MENTION, EVEN WHEN THE BENEFICIARIES ARE REPORTING THEIR WAGES TO THE EMPLOYMENT NETWORK IT DOESN'T ALLEVIATE THEM OF THEIR REQUIREMENT TO REPORT THEIR WAGES TO SOCIAL SECURITY SO TO THE EXTENT POSSIBLE WE WANT TO ENCOURAGE, ENCOURAGE, ENCOURAGE THEM TO ALWAYS SEND THEIR WAGES IN TO SOCIAL SECURITY. TO ANSWER THE INDIVIDUAL WHO IS ASKING THE QUESTION, YES, WHERE POSSIBLE WE CAN'T FORCE BUT WE CAN STRONGLY ENCOURAGE THE BENEFICIARIES ALWAYS REPORT THEIR WAGES.
>> OKAY, APPRECIATE THAT.
OTHER QUESTIONS ON THE CHAT, HOW LONG IS THE SITE VISIT TYPICALLY?
>> IT CAN VARY -- THIS IS GARY. IT CAN VARY FROM A COUPLE HOURS AND SOMETIMES TO 3 OR 4 HOURS, DEPENDING ON THE SIZE OF THE EN AND THE AMOUNT OF DOCUMENTATION THAT WE LOOK AT. SO SOMEWHERE IN THAT 2 TO 4 HOUR RANGE.
>> THANK YOU. AND WHO DO I SPEAK WITH TO HELP A CLIENT GET A 3-MONTH EXTENSION OF SOCIAL SECURITY BENEFITS?
>> THIS IS PATRICE. IF THEY CAN SEND THEIR WAY TO EN SERVICE MAILBOX THAT WOULD BE GREAT. I AM LOOKING FOR A LITTLE BIT MORE CONTEXT, WE'RE NOT QUITE SURE HOW TO ANSWER THAT QUESTION. SO IF YOU CAN SEND IT TO EN SERVICE, WE'LL SEE IF WE CAN SEND IT TO THE RIGHT DEPARTMENT IN THIS SPECIFIC CASE.
>> SOUNDS GOOD, APPRECIATE THAT.
AS I MENTIONED, WE'RE AWARE WE'RE AFTER OUR CALL TIME AND I JUST WANT TO REMIND EVERYONE THAT OUR NEXT CALL IS AUGUST 16TH AND ANY QUESTIONS REGARDING TPR WE WILL ADDRESS IN OUR RECAP. I APPRECIATE EVERYONE'S PATIENCE AND UNDERSTANDING IN JOINING US TODAY AND ALL OF THESE GREAT QUESTIONS. THIS CONCLUDES OUR CALL FOR TODAY, HAVE A GREAT REST OF THE DAY.
>> THIS CONCLUDES THE CALL, WE APPRECIATE YOUR PARTICIPATION. YOU MAY NOW DISCONNECT.
[END OF CALL].