>> Please stand by for realtime captions.

>>Good day and welcome to the Quarterly EN Call. Today's call is being recorded . I would like to turn the conference over to the Robert fast.

>> Good afternoon, everyone and thank you for joining us. We have a lot of things to share with you today. We are glad you have joined us. The first thing I want to note as that this is a momentous call in that this will be the last call where we will have the expertise of Mr. Gary Rall who is getting ready to retire next month. We wanted to open up and take a moment to acknowledge Gary and all of his efforts to the ticket to work program. Gary and I have been colleagues over the last five years. He has been one of the most dedicated individuals to this program that I have been fortunate enough to work with I will tell you that his innovations and his thoughts and sincerity his professionalism his management acumen has been top-notch the entire time. It is going to be tough moving forward. We will move forward, and we will have more information for all of you in terms of what the management structure will look like shortly. We will share that information prior to Gary's departure. Without further ado I'd like to turn it over to Gary for a few words.

>> Thank you, Bob, I appreciate it. That was a very nice introduction. And very nice comments you made. I am still trying to figure out if you were talking about me. I will take it that you were, and thank you very much. I have to say that I changed from disability to termination background like Rob did and worked on medical policy here and was involved in the electronic claims analysis tool when I first came. I worked for almost 35 years for Pennsylvania's DD's disability determination services. I worked in policy my entire career in one place or the other. I will say I have worked with a lot of great people and it has been my privilege and my pleasure to work with my time dance team here at SSA and all of you in the employment support community. I will miss all of you. I leave it in very good able hands and I am actually going to be, 14 September is my last day. So thank you very much for the opportunity. I will turn it back over to you.

>> Thank you, Gary. Thanks for those words. We will surely miss you, that is for sure. Moving into our first topic for discussion today, I wanted to share with you some information in regards to our marketing, but we are going to refer to as our marketing pilot. We have been using the term proof of concept and I will speak to this first. So, you know, a lot of ingenuity I shared with you earlier in regards to Gary's efforts evolved around this notion of developing these proofs of concept. They have been I think we have proven each and every one of them that they are beneficial to the program. The challenge for us has been to figure out a way to expand the efforts moving forward if possible or handing them off to another component or whatever the case may be. What we are transitioning into is a pilot mode where we are developing plans to do exactly as I have outlined and that is how do we make these efforts or how we beef up these efforts are how do these efforts of off moving forward. We know that they were. The concept has been proven but now we need to transition them. We will keep you posted on those efforts. It will be somewhat of a culture change for us. We have been referring to these efforts as proofs of concept. I will probably refer to them as POC and probably the other speakers today and in the future. It is going to be tough. We will be transitioning into that and it is a euphemism. Nothing changes in regards to the efforts we are undertaking. It is just for the planning purposes in the future really. We will be transitioning out of that. And that leads me to the marketing piece. One bit of information I can share with you, we have about 21 employment networks engaged in the marketing pilot we have underway currently. There is information being shared and we are marking these

initiatives to beneficiaries. We are looking to expand those efforts moving forward. That means more phone calls will go out. Understanding that and also understanding that we did receive word externally of the complaint that was received from the beneficiary regarding multiple calls that have been made to a beneficiary who did not want any calls marketing Ian services and had stated as such. It creates a dilemma programmatically. The first thing I'm going to do is read you some reminders about instructions for opting out. And then I'm going to add to that additional information and the first part of that is a reminder in our marketing pilot/POC. Now, I want to emphasize that says no later than the close of business on Friday each week. I would encourage you strongly not to go beyond that first Friday timeframe. If you want to send that information sooner, I would encourage you to do so. The second point I want to add is the spreadsheet must contain the first name, last name, telephone, address, and state of the individuals who want to opt out a future communications. SSA will update that to ensure we have the most up-to-date information . If your organization does not receive a data file and has not sent the opt out list to our office, please send a spreadsheet with the information requested above so that we can update the opt out status in our internal systems. Send the spreadsheet to TSO recipients, into marketing POC , it is listed as POC but we will likely change the names of these mailboxes and follow up with you with instructions shortly. But still for the time being used those existing mailboxes to send us that information. Again, we ask that you do this no later than the Friday of each week. So that leads me to the next issue. A general question that I have for those employment networks participating, and that is what internal processes do you have to remove those names when you are in contact with a beneficiary who states or indicates they want to opt out? Do you have an internal business process within your organization to remove those names immediately? What I would ask is that you can send us some information regarding that to the TSO recipients that I mentioned earlier. That is Lori Armstrong and the marketing POC mailbox. We would like to get that information from you as soon as you can put it together and share with us so we can get a better understanding of how you are handling these issues internally and that will help us develop strategies to ensure or any strategies necessary for us to ensure that we are not burdening beneficiaries with multiple calls that they do not want. And so they concern here as you can imagine is the more participants the more calls will be made and the more likely these issues will arise. We are taking these efforts to be proactive and identify what changes we may need to make with instructions to those participants about this process. So that covers the marketing piece that I wanted to share with you. Again, I want to emphasize, please be very proactive in this regard and understand that beneficiaries that may be receiving many of these calls and we want to take action to get them out of the calls as quickly as we possibly can if that is what they are asking to have happen. So that is my first update. I think that covers, I covered the two issues, the three really which has Gary's news, the marketing information, and our process for converting the POCs to pilots. And with that, I will kick it over to Melanie Porter who will talk about updates on the wage reporting pilot and then I think we will take questions at that time. Melanie? Go ahead.

>> Thanks and good afternoon everyone. There were some recent communications that went out regarding the wage reporting pilot about a delivery message that came out last month and also there is information that came out in the most recent addition of the ticket connection newsletter. After those went out I would say the number one question we have received is, how can my organization sign up to be part of the wage reporting pilot. Given those questions that have been coming in, we wanted to provide background information and make that more clear. The easy answer is, there is nothing that you have to do to sign up to be part of this. By way of background, when we first introduced this pilot, it was only open to a limited number of EN's. When we would receive beneficiary for any of those

participating EN's, staff for entering those wages into our internal system so that our field office and payment staff would be alerted so they could make a more timely decision to help prevent improper payments. Given that that was the ultimate goal we monitor that over time. What we found was that the pieces most likely to result in an overpayment are those that are likely to result in a subsection. We develop some criteria around what makes the most sense for our staff to continue entering into our internal systems. Moving forward we are going to be entering any payment requests we receive through the portal and this is the process you are using currently. There are no changes. If you are submitting a request with verified earnings for a phase 2 milestone or an outcome number one payment for beneficiaries whose wages are at or above SGA, thus will automatically be entered. There is nothing that you have to do. That will be the case for all ENs that meet the criteria and not just those originally participating. So hopefully that helps clarify. We take care of that on our end. What happens from there is that those cases are flagged so that our staff can get to them in a more timely manner and start working those cases. With that, if you'd like to open it up for questions, we will take a few before we move into the next portion and there will be another opportunity for questions.

>> If you do have a question at this time, press Asterix 1. -- Please press *1 .

>> I'm going to save the questions for later but I will read the four POC questions. Efforts were comes from Mary who asks regarding the marketing POC information about opt out is it's only available to ENs in the POC ?

>> Good afternoon. This is Patrice. The opt out information we are collecting is for individuals who are in the proof of content. I'm not sure if Perry is on the line or anyone, Melanie perhaps, is there an opt out procedure for people just marketing their ENs too? that they Through the community? I know for the marketing pilot, we are collecting opt outs for those who are participating in the marketing pilot. I will defer to Melanie or anyone from PPM in case there's any other reason why we would need to collect opt out information.

>> This is Melanie. The reason we are collecting the opt out data on a weekly -- weekly basis is because though are that ENs that are contacting the Robo calls or IVR calls. If you are a EN not participating but hear from the -- beneficiaries that someone does not want to be contacted, they can contact the Take It To Work hotline and asked to be removed from any future phone calls or marketing materials by mail as well. We have a way to determine either of those. They can also go online if you are on the choose work website and there is a page there that references [Indiscernible -- audio cutting out] be removed as well.

>> Thank you. John?

>> Is this information on POC for pilot ENs only ?

>> So this is Rob. We do not have pilot ENs . I think there is a misunderstanding of some of the terminology we were throwing around. The marketing effort is the pilot. The information that is being distributed for purposes of marketing to the participating ENs in this effort is a pilot process that we have in place right now. I hope that gets to the heart of the question being asked.

>> And let me clarify further, we are starting, we started small with this to test it out and make sure that information could be shared in a safe limited information, beneficiary information could be shared in a safe manner and transmitted safely between us and he participated -- participating entity. We have had

limited resources able to put those files together. As a matter of fact the limited resources sitting in the room with me and it is one person, Terry Lesko. He has done a good job putting a lot of labor into this. As you can imagine, there is a lot that goes into these files. Each file has some type of variation from the other file. We have also been cautious in regards to the potential of any complaints received such as the one I mentioned earlier. We have to be very protective of the beneficiaries interest and best interest regarding this effort.

>> Thank you.

>> We had two more questions. This comes from Mary who asks is there any data collected by SSA that could be shared about the outcomes of the marketing POC such as increase of assignments ?

>> So, yes. The individual that I mentioned, Terry, that is our sole point of contact or has been the sole point of contact for the data contained in the marketing files is also our Sola valuator of the marketing pilot. So we are collecting this information right now. We have a multitude of spreadsheets where we have tracked participation and outcomes. We will be sharing some of this information with you moving forward. I will tell you anecdotally that obviously what we find here is that, this is all common sense to the in's degree but obviously the more people we reach out to in this effort the better your results are. So we do have some participants who are doing this with mailers. We have participants doing this via telephone call. I think that what I would say to you without any exact research to back me up whatsoever but I've taken a glance at some of the data and what I have seen thus far those contacting telephone calls to larger groups are receiving more participation than those who are targeting very small areas or small populations. So we think that this is a critical piece of information that we have to share with those participants moving forward. We want everybody to be successful in this program. Our program success of beneficiary's abilities to return to work and have the best number of service providers is all tied together. We will share that information and we are still gathering, we track ticket assignments and earnings outcomes for the beneficiaries participating in this marketing proof of concept. So we will have that information for you shortly.

>> We will take one more from the chat and go to the phone lines.

>> We have Amanda with -- who asks what was the email address to send the spreadsheet with beneficiaries that wish to opt out?

>> Do you have that?

>> Yes.

>> John will put it in.

>> I don't have the specific address.

>> This is Patrice. You can send it through the GSL box. The address, Lori Armstrong and marketing POC which is in your GSL contract less.

>> Thank you.

>> No problem. I just want to make it clear it is not an email address. It is a contact in your GOC mailbox. It contains PII and we don't want ENs sent to email. Lori Armstrong and marketing POC in your GSO .

>> Thank you.

>> We have a couple of questions online. We will go to Susan Webb.

>> Hi, everybody. First of all I want to wish Gary all the very best in your retirement. It has been a pleasure knowing you over the years. My question has to do with the do not call list. I am wondering if the reason people are getting multiple calls is because we are not the only EN to get that person on our list. We are a statewide EN and we only get the information in our marketing list and it is only for people in Arizona. You have several national ENs that might be getting those same people on their list . Even though we send you the do not call list, that list is already still out there with the other ENs. That means there is still a possibility they will get those calls. Am I on the right track with that and what can we do to avoid that

>> Susan, you are exactly correct. And again, as we move forward with this and we add more participants, the likelihood of this increases. We are discussing our options internally about what we can do to address this. Bear in mind, and I'm not going to get into, there is additional rules regarding telemarketing and so forth and we are investigating those issues as well. We will share any information relevant with you. But all of the inquiries that I am asking in terms of you submitting information to us will help us develop a strategy that we may have to put in place to circumvent this. But the first thing, first most critical piece of information, Susan, that I am asking from all of the participants is what systems do you have in place right now to scrub those files as quickly as possible in your internal business operations. That is the piece I am asking you to send to us so we can review that. That goes to the same GSO mailboxes we have reference before.

>> Okay. No problem.

>> I appreciate you raising the question. It is a concern of hours. Thanks.

>> You're welcome.

>> Thanks for your call Susan I appreciated.

>> Quinn, do we have another one on the phone? We do.

>> Hello, can you hear me?

>> Yes.

>> My question is about the wage reporting. So the ENs, who is responsible for entering in the phase 1 milestones ?

>> We will be covering this more today in the presentation but for any changes in the processes that you were supposed to follow, those are still in effect. It is only the phase 2 milestone and outcome number one where beneficiaries are at or above SGA when you verify earnings, that is the criteria for the wage reporting.

>> Okay. Thank you.

>> We will take one more from the phone line.

>> There are no other questions on the phone at this time.

>> I will turn it over to Melanie.

>> Thanks. I just wanted to do a quick introduction, we will take up much more time but for those of you who participated in the call last month to discuss changes to the ePay, we realize it was the first time you were hearing all of the information. A lot of you said it was a lot to take in. We have sent out a technical bulletin and some FAQs. For the presentation today there are no new changes. This is all information you heard in the first presentation or saw in the emails that came up afterwards. Based on some of the questions we heard, we are hoping to clarify that and provide more detail. I did not offer another opportunity for questions. I will turn it over to him.

>> Hello, everyone. Thank you for joining today's call. The presentation were about to go over is to inform service providers of recent changes to ePay, phase 2 milestones and will go ahead and get started.

>> The first part of today's presentation introduces changes to the ePay eligibility based on the result of EN services and support review .

>> Someone may ask water services and support reviews? The reviews has replaced the previous individual work plan audit process. The annual review addresses both the I WP and certification of services by random sampling and tran11@ticket. ENs will receive tickets to submit and I WP, certification of services and any relevant case notes. The services and support reviews began in September 2017. ENs are expected to be reviewed by October 1 of this year. Effective October 1 of this year, the results of the services will impact ePay eligibility. We will put the actual link that you can go to the website to find and we will put the contact information in the chat. This is under contact us. After the EN is determined to be in compliance they will be eligible for the next ePay file .

>> The second change to the ePay is a schedule of when the file will be process. There will not be another ePay file and tell all ENs have completed a review. The next file will not be created until the fourth quarter of 2018. In the meantime, ENs should request payments by the take a portal and not wait for the ePay file for payment. Moving on to the slide 6, additional changes to the ePay include unassigned tickets will not be included in ePay. ENs must request these via the portal. Phase 1 milestones will not be paid via ePay. Government trusted partners like locational rehabilitation all acting as ENs, investment boards and American job centers will continue to receive based on milestone payments via ePay .

>> We are going to cover changes to the phase 1 milestone payments. Slide 8 explains the phase 1 milestones relationship requirement. Effective August 1, 2018 all ENs must prove a relationship with the beneficiary in order to receive payment . This is in addition to the proof of earnings for payment. ENs must request phase 1 milestones 124 via the ticket portal. ENs can submit pay stubs or a certification of services as proof of a relationship with the beneficiary during the phase 1 milestone phase. Pay stubs other preferred proof of a relationship. Payment requests that include a paystub will not require additional evaluation. On slide 9, continuing with the phase 1 milestone relationship requirement, phase 1 milestones 1 to 4 payments will continue to use the same policies for determining acceptable evidence of earnings. However, a new verification requirement has been established entitled the phase 1 milestones relationship requirement to assure program payment integrity. Please refer to the chart below to see all acceptable forms of evidence for proof of earnings and proof of relationship requirements. If a EN submits paystub says proof of earnings no other documentation is needed

because pay stubs are acceptable approve of relationship with the beneficiary. If they submit an earnings statement as proof of earnings the EN must also submit certification of services as proof of a relationship with the beneficiary.

>> ENs can prove a relationship with the beneficiary by submitting a paystub when requesting a phase 1 milestone if it EN is not of the -- able to provide a paystub a certification of services is required. Even if the earnings are in SSA record, evidence must be provided in the form of a paystub or certification of services.

>> TPM will adjust the claim if necessary to ensure that these four payments are evaluated for the correct month. There are no changes to current policy to determine acceptable evidence of earnings. The work number and apply prepared earnings statement or cell acceptable as proof of earnings but does not prove a relationship with the beneficiary and therefore both documents must be submitted with the certification of services.

>> This site demonstrates the process flow for satisfying phase 1 milestones relationship requirement. Let's walk through it together. The EN selects the claim month via the portal. There is sufficient earnings in the SSA system and the EN submits evidence of a relationship with either a paystub or certification of services. The EN has satisfied earnings in relationship with beneficiary requirements. If there are no sufficient earnings in the SSA system and the EN submits evidence of earnings in the form of pay stubs the EN has satisfied both the earnings and relationship with beneficiary requirements. If the evidence of earnings submitted a from the work number or employee prepared earnings statement and the EN submitted a certification of services to satisfy the relationship with the beneficiary requirements the EN has satisfied both requirements. The key things to remember if you're going to submit the work number or employee prepared earnings statement as proof of earnings humans also submit certification of services to provide proof of relationship with the beneficiary.

>> The final part of this presentation will focus on changes to the payments. Interim change is effective August 1 through October 1. TPM will not assess additional available payments for ENs basin a single payment request. TPM will only process pay, direct, denied the claim submitted. Let's go to the example provided. Beneficiary has SGA level earnings for January through March of 2017. EN submits a payment request for a phase 2 milestones the claimant January 2017. TPM will process the requested the month of January 2017 only. The EN will have to submit a payment request separately for February 2017 and March 2017 in order to receive payments for those two months. TPM will only address the claim month that was requested.

>> As covered earlier, effort EN is found to be noncompliant after their annual services and supports review, the EN will be removed from ePay. ENs excluded from ePay must submit -- submit claims via the portal. TPM will not assess additional available payments for ENs not eligible for ePay . If a EN submits a claim and requirements are not met for the claims of headed TPM will deny the claim and will not process payment for any other month that may meet payment requirements. Here we have another example. EN submits payment request for April 2017 but the earnings submitted are below SGA. SSA records show the beneficiary has SGA level earnings for May 2017 through July 2017. The payment request for April 2017 will be denied due to earnings amounts do not meet criteria for payment. TPM will not make additional payments for months where the beneficiary has SGA level earnings on SAA record -- SSA records. In order to get paid, the EN must request each of those months separately via the ticket portal.

>> I also -- that concludes the part of the changes. I also wanted to note that the ticket operation helpline is available Monday to Friday from 9:00 to 5:00 Eastern time. But the EN help desk and the system support desk accessible by choosing options one and two respectively. They are available to answer your questions regarding payments, policy, or status under the ticket support while representatives are available to help you with any technical issues you may have via the help desk portal.

>> What we would do at this point, we will open the lines for questions.

>> Once again if you do have a question, please press *1.

>> Are there any questions from the chat box?

>> We've got several questions from the chat. I will start with Kevin Cooper from ability beyond. When submitting evidentiary earnings document -- documentation will a printed photograph that is been printed and faxed with a cover sheet and barcode be acceptable? Will pictures of the clients paycheck be acceptable?

>> This is Deborah. The answer to that is yes. We to accept copies of pay stubs. What was the second part of that?

>> The photograph of a paycheck.

>> Yes. That is the same as a copy and those are acceptable.

>> We have a second question who asks if we have clients that have not been paid phase 1 milestones for but have been working with above 12 months, do we have the submit documentation of earnings in 2017 or are they grandfathered in? Kevin want to know if they are still eligible for ePay for that client.

>> There is no grandfathering in. As of August 1, everyone must submit evidence of earnings for phase 1 milestones.

>> All right. And then our next question comes from Dan Ryan who asks if we have completed an Seo was review in December 2017 do we need to complete another went to have access to ePay and the fourth quarter. Will it happen automatically?

>> So you have actually, you went through the review and your asking if you would need to submit another certification of services?

>> No. They would not submit anything. The COS review is initiated by the [Indiscernible] program. Every EN will be notified of their status prior to the next ePay file .

>> Our next question is from Kevin who asks how should national ENs go about collecting pay stubs from out of state clients?

>> They can fax it to you. They can email it to you. Traditional male. -- mail. Any traditional way would be accepted.

>> Are there any other ones?

>> We will do one more and the go to the call lines. Matthew Silverstein of American works of New York asks can Social Security send out an example statement in which you feel it shows an appropriate relationship between a EN and a ticket holder ?

>> We do not give examples. That is part of your business process, how you keep your records.

>> Thank you for that. When, do we have any on the line quick

>> We do have some questions. We will go first with self-sufficiency through employment.

>> One of the questions that I have, we assist our clients that may come to us in terms of needing a uniform or needing transportation or gas to get back and forth to work. But that be sufficient evidence for certification of services? We do assist a lot of our clients with if they need a computer or a magnifying glass or evening and gas or transportation. We do tend to provide those services to them. Would that be okay for a certification of services?

>> Yes, you should keep for that client's file, you should have all of that in your case notes. My advice would be to have the receipts for those purchases as well.

>> Yes, we do keep all of that. We always have records.

>> I think there is a misunderstanding that certification of service reviews are a form you fill out the standard for everybody. I think what Social Security is looking for is sorrow case notes of services that were provided to the ticket holder.

>>

>> Okay. Great.

>> Thank you for that. We will go next to the Susan Webb with ability 360.

>> Hello, everybody. I am looking at the FAQs on page 6. The question that answers is how can ENs prove a relationship. And then it talks about a EN can submit pay stubs RICO West. That is approve a relationship and I understand all that. And what you are saying is that if we have pay stubs, then we do not need to have the COS is proof of a relationship. Is that true for milestone payments or do we we need both? I'm understanding we need both of those for milestone payments.

>> The paystub would be position for phase 1.

>> The reason I think there is some confusion it's if you do not have the paystub or you have some other type of evidence of earnings or Social Security has the evidence, we need some other proof of a relationship. That would be in the form of a CO West. If you get the actual paystub, that is proof that -- of evidence. Is up for phase 2 and milestones also?

>> That is just for phase 1 milestones that you would need to show proof of a relationship.

>> Phase 2 milestones and outcomes. If we don't have pay stubs for those, what happens?

>> If there are verified earnings in SSA records , and all payment criteria is met you may receive payment on that. If not, if there are not verified earnings in the system, you will need to provide evidence of earnings. That part has not changed.

>> So work number pay stubs or employer verification. Here is where -- go ahead and sorry.

>> I'd like to add a little bit. There is another situation that you may be required to submit a EN COS. Your requesting payment after the beneficiary has been assigned to ticket. There's a different process for that. I just didn't want to leave this call with the thinking that is the only time we will ever have to submit a EN COS with a phase 1 milestone payment.

>> Wil Lutz asked that question. According to our current [Indiscernible] at the ticket is an is signed by them, then we can so get up to the 12 outcome payments even though we do not have pay stubs. If earnings around the records. Right?

>> No. If the beneficiary and assigns the ticket you may get up to the 12 payments within 18 months of this ticket being unassigned, but you will have to provide a COS upon your initial request for payment for us to determine how many of those 12 that we determined you are eligible to receive.

>> And how would you determine that?

>> We have assessment tools to do that. And after that is derived, it will go through the normal process.

>> Okay. It is basically the COS that shows the services be provided even though we don't have a relationship with them.

>> Correct.

>> Because they did not sign their ticket. Okay. Down further, and I'm not sure I can find that right now, acceptable learning evidence, it says under question if we can submit a COS and set of pay stubs, how would we know when they meet [Indiscernible] work level for a particular month. It says there a COS is not a form of primary earnings evidence. A COS cannot be submitted in lieu of pay stubs . So what contradicts that original question I was talking about on page 6. This is on page 8. When I email for an answer to that contradiction, the person who responded said no, you can never get paid with a COS you have to submit a paystub. The COS only shows you establish the relationship , but you will not get paid on that. So there is a contradiction on here that's got me flummoxed.

>> Let me try and clarify for you. Remember, when you submit a payment requests you have to satisfy all of the requirements for that type of payment which is for a phase 1 milestone the beneficiary had to be encouraged pay status and have earnings at work level IV or above. That is a requirement. That is to get the payment. However there is a new policy that for phase 1 milestones you have to have a relationship with the beneficiary. Now you can have earnings and this is why Kim showed in her presentation. You can have earnings from an employer, a prepared earnings statement are from a third party. That may satisfy a piece of the requirement for the phase 1 milestone. This phase 1 milestone has to show a relationship along with that. If you had a paystub, you have both the requirement for the phase 1 milestone for the earnings as well as a relationship. So it's really not a contradiction. You're looking at two different things. And the only thing I was going to add to that, when you're saying that basically the COS cannot be a standalone . You would have to show proof of a relationship. That is the connection. If we do not hive firefighter earnings, cost is not proof of earnings. They satisfy the earning requirements in the proof of relationship requirement.

>> I've got that part. Again, this is Ben, I know I'm not the only one who feels confused by this. I'm sorry to take up the time, but I think this is critical. So if we are looking for a face to our outcome payment and

we do not have pay stubs, we really don't have to do anything until such time as you have the earnings on record. If you have the earnings on record, you're going to pay us. If you don't have the earnings a record, you're not. So if we can submit, this one on page 8, if we can submit a COS instead of pay stubs and it says the cause is not a form of primary evidence and COS cannot be submitted in lieu of pay stubs. So really, that statement, I guess it was a stupid question. It doesn't really matter if they met trial work or not you won't know what. If there is earnings on records, you will pay us and that is what you call ePay. Correct ?

>> Correct.

>> Susan, we want to give others a chance.

>> I apologize. I did that and I got an answer I didn't understand. I think there a lot of others EN -- I will get off. Other ENs can ask you the same thing .

>> Will go next to the Lisa with employment connections.

>> Good afternoon, everyone. I was just trying to find out a turnaround time to hear back from the EN analyst in reference to the requests of information that came out last week concerning a select number of beneficiaries that they wanted to see.

>> Did that come from program integrity?

>> Yes.

>> I would reach back out. I don't know what your question is exactly.

>> It should note on your correspondence how many days you have to return those documents. I believe it's nine days but I'm not sure.

>> It was 15 and I submitted it within two days but I sent it by fax and I was trying to determine if it was received or not.

>> I will tell you where in the middle of doing site visits. A lot of that staff is on site visits right now. You may not hear back until next week.

>> Okay. I've left a voicemail and an email.

>> I would've suit -- I would assume they've gotten it.

>> We will go next to Cassondra Jordan with CareerSource.

>> My question is similar to one that has been asked before. I actually went through the support and services and we actually had to submit a document. We went through that in April. So would we still have to go through another one before we can use ePay status ?

>> No, you would not.

>> Will we get any documentation saying we won't have to? I haven't received anything.

>> You won't receive anything saying that. Every EN will receive it from September first of 2017 through September of 2018. Every EN will have received that at least one time . You will get it yearly at a

minimum. And we will send you, the analyst who performed it should have sent you the results of it. And every EN of the ePay status prior to the next ePay file .

>> So we will get that prior to the October 1.

>> If you got a fully favorable review from your review, you don't have anything to worry about.

>> Thank you.

>> We will go next to the Pam Walker with alliance professional services.

>> Hi, everyone. This is Pam. Just clarification. I believe I understand that as long as we submit paystub our earnings statements we received from our ticketholders and we include those when we make submissions for phase 1 payments that that is all that is needed and that we do not have to submit anything else to show a relationship. However, we have submitted several pay stubs for phase 1 milestones. All of those have been diary to show that we have to show a relationship. So is that something we will automatically look at our change as it is processed? We went on and submitted journal information to show the relationship in addition to the pay stubs. When you get multi pages like that, it is very hard hard to fax and we are already seeing an increase in the usage of the fax number so can you explain to us how that operates and what do we do when we see that diary and we don't think it's appropriate?

>> I know what you're talking about, Pam. I have seen some seen some of those diaries. The reason for the diary was to show a relationship. More than likely you have submitted a request other than of phase 1 milestone one. You have submitted a request for two, three or four. Those requesting a relationship by the claims you submitted as of August 1 implementation date. You may have been paid for a phase 1 milestone one and two were earnings were already proven, no pay stubs. And so right now for phase 1 milestone three you need six months. Those six months may be part, may have been paid for phase milestone wanted to. Because we didn't know if there was a relationship during those months that we paid the phase 1 amount, we need something to show a relationship for all six months that meets the phase 1 milestone three requirement. So to give you an example, we pay of phase 1 milestone one in, i don't know, in March. And we pay of phase 1 milestone two in May. And we use earnings already proven and a work number four and employers prepared statement. At that time there was no requirement to show a relationship with the beneficiary. These new rules do not apply then. Now that you have submitted a request after August 1 to satisfy a relationship for the full period, you need to have evidence of earnings for all six months.

>> Okay. I will send you an email with a reference number for one of the paystub submissions. I know at least one of them was far of a stone milestone one. It was pay stubs and it was diary.

>> Where reviewing those cases too. I did find some situations where the type of evidence, not on your part, on the EN part when it was uploaded into our system, if there were other types of evidence or other documentation there are maybe a mistake. The person who had uploaded it might've said the work number or may have misquoted the type of document. Therefore the staff thought that you didn't have the paystub. We have to go back to to our staff. This is new to them too. One of the things we have to tell them is not just look at the type of evidence that may show in your case but to open up that evidence and make sure that it is what it says. It could be a paystub where someone uploaded it and

called it something else. So you can send me that. That is not a problem. So you have satisfied the requirement as well as the relationship with the beneficiary.

>> I know you all don't want to get stacks of documents that you don't need. We really don't want to print them out. That would be helpful. One other thing I would like to mention and I don't know how this can be done, maybe Rob and Gary can help us with this. We are still hearing from our ticketholders that when they report their earnings to Social Security, Social Security is telling them there is no requirement for them to provide their employment network with copies of the earnings statements. With this change it is going to be really important for us to get so that we can have that information to send in. If there is any kind of newsletter or memo or anything that goes out, it would be really helpful if they could be made aware of the change and the importance of letting the ticketholders know that they still need to let the employment network no that they are working and provide copies of those.

>> We will let them know about that.

>> What I need to know is is is regionally are happening all the time and that kind of thing. We might want to track it first and see how much and how often is this occurring.

>> We will put something out to the members and try to get some feedback on locations and how often and all of that for you. For Ross I know that it is sporadic. And we are nationwide. We have had discussions about this happening on the operations committee too. I know it's happening fairly often. We will get you some documentation.

>> Okay. Thank you.

>> Before we go one, John, I think we do have some check questions.

>> Our first question comes from Sherman Gifford who asks can the portal time outside a so the portal window doesn't timeout while we are actively inputting numerous months of information in a related payment request window?

>> Katie, are you on the line to help us with that one?

>> Yes, I am here. The ticket portal does timeout for security reasons. Because of that, I advise you, you do need to key in at least one paystub at least one example of earnings to get through that screen. If you have a bunch of them, just enter the first one. The rest of the pay stubs, you do not need to key into that screen but make sure they go along with your payment request when you factor that in. That is the way to get around that issue. Just key in the first earnings information for the first paystub you have that will get you to that screen and a minimal amount of time and then we will have the information we need to process that payment and that will keep you from timing out.

>> Thank you for that. John?

>> Our next question comes from [Indiscernible] who asks what can we do if we tried to get pay stubs for and the client isn't responding?

>> If you are not working with the beneficiary and you are in the beginning stages, you should be on assigning those tickets. If you have helped the beneficiary throughout the 12 months for them to achieve the four milestones, if there is other evidence of earnings you would provide that and you would need to provide a certification of service for cost as well.

>> All right.

>> Our next question comes from Deb Riordan and I'm going to combined net. Several people have asked how the COS reviews occur and Weatherby 12 dance before October 1, 2018?

>> There will not be. If you've already had one, you will not get another one.

>> Let me make an exception. Unless Social Security happens to request additional ones. And that is our privilege to do at any time.

>> And then following up on that, this every EN have a review every year? If you are in the process of reviewing, do you know when the next round of reviews will begin?

>> It's a constant cycle. If you have one in March of this year you should have one about March of next year. Based on the resources we have at the time, it will get done.

>> And then Dan asks can phase 1 milestones in phase 2 milestones be in concurrently and submitted concurrently. If I play someone in a job that started them at an SGA level?

>> The question is, could the EN submit claims for phase 1 and phase 2 milestones.

>> Yes.

>> A EN can do that as long as the EN submits each claim separately, not separately but includes our claims on their requests. I think in a portal you can only do one at a time now. So you have to submit one at a time and make sure you satisfy the requirements for the type of claims. If it is a phase 1 milestone, you have to show that relationship with either pay stubs or COS or other primary evidence that SSA has approved like a prepared statement. For phase 2 milestones, if their earnings are already in the system, you don't have to do anything. You can just submit those claims to the portal. And the same is true for [Indiscernible] unless you request for payments that are after the beneficiaries. And assign the tickets and if they are after, you may be required to submit a cost.

>> Deborah?

>> I next question comes from Kaitlin Casper, my faxes are not getting through to Social Security. Can I email them along with the cover sheet to have them processed?

>> They are trying to fax information in and is not going through. Is that the question?

>> Yes.

>> What they should do is maybe reach out to our help desk. We want to confirm that they have the correct fax number. That would be the first step. Contact the payment help desk and confirm we have the right fax number. If not, they can provide guidance on the next step.

>> In the EN payment help desk is up on the street -- screen.

>> Do [Indiscernible] have to submit for phase 1 payments if they have ePay ?

>> They do not, however they are still subject to a cost review yearly. If they failed the SSA review they will be taken off of ePay .

>> Our next question comes, if I work with the beneficiary who finishes school and assist with finding employment, watch employed the beneficiary doesn't want to send the check stubs and terminates a ticket. What recourse do I have? Once the beneficiary and assigns, is submitting check stubs also avoid quick

>> I've never had that question before.

>> I would say yes because they are not in a business relationship with that beneficiary any longer. However, what do recourses because you did help the beneficiary helping with other work things, you should have taken very good notes on all that and kept receipts for anything you provided and you send in a certification of service at that time and we will determine what payments you are eligible for. When we get evidence of earnings you would then be eligible for those payments. I believe the EN said they were not able to get pay stubs. The source of earnings from the EN itself could be earnings supplied by the work number or from SSA at their earnings are already in the system. system. With those two, the earnings requirement has been satisfied but the EN COS is [Indiscernible].

>> This next question is a short one. Kevin Cooper asks will all ENs be having a site visit ?

>> Hopefully eventually. Unfortunately our budget is not very large. It is what we are given. We are also unfortunately given a short timeframe every year to do it. It is generally in the summertime. So we can only usually get it about 30 to 40 a year. We have approximately 600 ENs. And we also use that same budget for our [Indiscernible] site visits as well. Hopefully, eventually, at you are requesting a [Indiscernible], put that in to EN service and we can take that under advisement for our next round.

>> Let's take one more from the chat and we will switch over to the phone queue.

>> This comes from Molly who asks we submitted information for IW P review and the files were from when we first became a EN in 2010. Will subsequent reviews require files from that far back or will it be more recent IW piece? -- More recent IWPs .

>> They may not all the reason I they may be from a year or two back. I would not imagine asking for a 10-year-old IWP. If you IWPs have improved, what is a standard practice that gives us a better picture of how you develop your IWPs .

>> When, if you can help us out.

>> Once again that is *1.

>> Hello. It really is me this time. I'm not disguising my voice. I am calling because this continues to occur. We have a Social Security recipient or recipient that is not, they have not completed their trial work period. They are receiving letters from Social Security saying the benefits are going to be suspended in month five or month six. What are we supposed to do when we come across a recipient that is in the middle of their trial work period and is getting a letter from Social Security telling them their benefits are going to be suspended?

>> It has to be more specific, I think. There are a lot of notices that Social Security may send out an many reasons for suspension. It may be for some other reason.

>> It is ruining our advertising campaign in terms of the selling point of them having this trial work period of nine months and their ability to earn X amount of dollars. They get frightened and then they

don't want to participate. They want to back out and they point fingers and they said, you said, you said, you said. I wanted to make sure that nothing has changed as far as their ability to earn X amount of dollars during a time period.

>> No, there haven't been any changes. It could've been for some other reason.

>> I wanted to ask, when Social Security sends a notice to a beneficiary that their earnings, their benefits are about to cease for one reason or another, they usually send a list of the months that SSA has on file that the individual worked. I would recommend you go through that in detail with the beneficiary. It is possible that some of the earnings that you calf are not the same as some of the earning months that they have determined. Whatever is being determined is usually a due process letter where SSA is letting them know this is what we have on file and if there is anything incorrect, please let us know. If you are keeping records of what the earnings have been and you notice that there is a discrepancy, these earnings are not mine or what the discrepancy might be. Sometimes what we have is not the same as what you have calculated and that is where confusion can come in. If you can get a copy of that letter are have a beneficiary tell you what's on that letter, that might help us understand by Social Security is about to make that determination.

>> Very good. That is one thing we try to stay on track with their earnings and keep the files so what they tell us they have and what we actually have an what's going on, that's not the same thing. I appreciate that and I will delve further run and start looking at the letters and make sure everything lines up and take it up with Social Security if it goes beyond that point. Thank you for your responses and you will have a good day.

>>

>> We will go next to the Cassondra with CareerSource.

>> Okay. It's me again. Listen, I'm wondering, this is in reference to the question about someone asking about the phase 1 milestone payment and they were able to contact the customer. I've always been told that in order to and assign a ticket the customer or the beneficiary had to put it in writing. Is there any other written guidance on on assigning a ticket that we can refer to? I am going through all of our cases now and just looking at trying to contact based on the reason information we've got about the attempt to contacts and the forms were supposed to put that on and trying to make at least two contacts with them. And then it can be unassigned. I just need to get some guidance on that.

>> I just want to make sure I'm clear before I provide an answer. I understand your and unable to get in touch with your beneficiary. When you talk about and assigning the ticket if you as a EN once a unassigned a ticket but that processes are at the beneficiary once a unassigned a ticket.

>> Well, as the EN. I'm not able to get in contact with them. I was always told we have to have something in writing from the beneficiary.

>> As a EN, you can and assign a ticket through the portal . The only request that must be in writing is if the beneficiary is asking to unassigned the ticket. So you have a right to unassigned the ticket at any time. The beneficiary has the right to unassigned a ticket but the method is different. You have the option to the portal but a beneficial would have to send it in writing.

>> Oh, I see.

>> No ma'am.

>> Thank you for the clarification.

>> There are no other questions.

>> John? Should be round out with the chat?

>> We have three my questions. The first is, there's a specific form but there seems to be flexibility as to whether we use the form or something else every document a relationship. Is that correct?

>> This is Lawanda. Documenting your relationship if you do it in your case notes and when you fill out the form then your case notes are what you will use. There is a specific form. It all depends on how you record your notes. The form is on the website.

>> Our next question comes from readability, they have a question about beneficiaries reporting their pave on my Social Security dock portal. One person reported they weren't able to report and were told that she must go to a local office and they will set up an account and then she can report online. That was a problem because she works full time and has anyone else had this problem?

>> This is Patrice. I do believe there is some information we may need to obtain from the employer such as that EI in which is not always evident on the paystub. I do believe that there are instances where the individual does have to get information from the employer and take it to the field office, especially if it's a new employer established so they can report their wages regularly online. I am not clear on the specific situation. We hope to bring more information about that reporting process as soon as possible. The person is correct. There are certain things we will need if there is a new employer on the record that someone may need to bring in to Social Security. I am not clear on the specifics but that could be the case. We hope to bring more information about that at some point in the near future.

>> Thank you very much. A last question comes from Dan who wants to confirm he has ePay on his past COS review and he wants to make sure it will start in the fourth quarter for him.

>> That is correct.

>> That is all the questions from the chat.

>> Thank you so much for that. We appreciate it. Grant, any others on the call line quick

>> No other questions on the phone.

>> Ladies and gentlemen, thank you so much for joining us today. Our next call will be November 15. Take you and have a great rest of the day.

>>

>> That does conclude today's conference. We thank you for your participation. You may now disconnect.

>> [Event Concluded]