

1.0 Quarterly All EN Call

Date: Tuesday, 16th November 2021

Conference Time: 13:00 ET

Operator: Good day, everyone and welcome to the Social Security Administration's Quarterly all EN conference call. Today's call is being recorded. And now at this time, I'd like to turn the call over to Rob Pfaff. Please go ahead.

Robert Pfaff: Thank you and good afternoon or good morning, depending on where you are. And thank you for joining us today for this quarterly all EN Call. Apologies in regards to my voice, I'm battling a little bit of cold issue, nothing major, but you know, these days and times, and, you know, anytime somebody gets a sniffle, it's just unusual. So, I wanted to open up and discuss briefly the Employment Summit, which is scheduled for tomorrow and Thursday. Just to give you an update on that, we did send out invitations or notification via email to employment networks and Vocational Rehabilitation Agencies through our blast email communication about the Summit, and really discussing and sharing information about how you can listen into the Summit. The Summit will consist of four sessions. The first will consist of, employment networks, select employment networks and Vocational Rehabilitation Agencies along with technical assistance and job placement organizations, discussing how they work together to get their clients placed into employment, what tools that they use, and how they collaborate to have their clients placed successfully into employment.

The second session will cover employers. It will be essentially an employer round table sharing with you the viewpoint of what the employer needs to have in place in order to successfully place an individual with a disability into a job, and how they work together as well with VR and employment networks to place their clients and provide ongoing supports and accommodations. The third session will be federal partners. We have an array of participants from Department of Labor and Department of Health and Human Services, DOL's OFCCP. And, we actually will also have a participant who will represent a State Workforce Board. So, there should be really good discussions about the tools that are available and policies and programs that really serve to promote the hiring of individuals with disabilities. And then finally a wrap-up session, this and that will be a session.

Let me just add that, that wrap up session will consist of a walkthrough of the things that we identified throughout the four sessions or the three sessions, that were useful to the folks who were on the panels. And there will be an opportunity for folks, during that session to dial in and/or ask questions via our chat functionality, which I will add will also be the case during the other sessions as well. So, throughout the session, if time permits, we will open up access to ask questions or read questions from our chat to the folks participating on the panel. So, we encourage you to consider participating when your schedule allows. And the more input that we receive, the more robust the information that we plan to get from the Summit. Now, we will also after the Summit, develop a summary report and release that or make that available to

stakeholders for the Ticket to Work Program, so that people have access to resources to help them place their clients into employment.

And that's really the overall goal. We would like to have more resources for the Ticket to Work Program, Employment Networks, and VRs to access, to help them place their clients into employment and increase employment outcomes for our beneficiaries. So that being said, I will transition over to the update on our contract transition, and we are transitioning to Cognosante. I know that Felix Stump is participating in the call. I wanted to give him an opportunity to briefly say a few words as we transition over to a new contractor. And Felix will transition away from his current position. So, Felix, I don't know if you'd like to just say a few words.

Felix Stump: Thank you, Rob. Hi, everyone. This is Felix, I'm the project director for the Maximus Ticket to Work contract. And as Rob said, we are going to be closing out our operations to the Ticket program mid-next week and Cognosante from whom you've heard already will be kind of taking over. And I just wanted to just take the opportunity, thank you, Rob again, just to let you all know, within the provider community and Social Security, frankly, kind of how much I and my staff has enjoyed working in the Ticket to Work Program. I – a lot of my colleagues at Maximus share my situation, which is that we've spent the, you know, the better part of our career working on the Ticket Program. Then it's kind of, I know it's cliché, but nothing short of an honor, frankly, to work with all of you and to support your mission working with your clients on helping them improve their lives. So, I just wanted to say thank you. And I know you all be in good hands as Rob continues on with the program and we'll kind of let Cognosante take it over from here. That's really it. Thanks very much, Rob.

Robert Pfaff: Thank you, Felix. And thanks to your team. I know that as you indicated there, you know, there have been relationships built over many years with the ENs, some of the ENS that are participating in this call today. So, I'm glad it – you know, you could say a few words and express your thoughts as we transition. So, thank you. I do want to, as we transition from Maximus to Cognosante, introduce Jocelyn Greenidge, who will be the, and I may have this title incorrect, so bear – please correct me Jocelyn, but I believe you're the project director for Cognosante for the Ticket Program Manager contract, and I wanted to invite Jocelyn to introduce herself to the EN community, share a few words about Cognosante and her vision for the TPM contract moving forward. So, I'll – I will turn it over to Jocelyn at this point to introduce herself, Jocelyn.

Jocelyn Greenidge: Hi, Rob. Hi everybody. This is Jocelyn and thank you for the introduction. And you are correct. That is my title. I will be the Project Director for the Ticket Program, and like Felix said, and I just want to express my thanks to Felix and his team. We have been at Cognosante working diligently behind the scenes in this transition. I'm working with him and his staff on all the information and materials that's needed to make sure that we, Cognosante, provide you the same continuity and services that you are used to, and that there will be no disruption in service from the Maximus team to Cognosante. Just a little bit about our company, as some of you may not know, we've been around since 2018; we were founded by a woman named Michelle King., The model of Cognosante is, you know, providing access and ability to care for people.

So, our goal and our mission is working with a lot of our partners, including SSA and a lot in the federal agencies to making sure that the resources are accessible and available to people that need them. And it's one of our missions. A little bit about myself since, you know, I'm going to be leading this program. I've been working in the federal space and communities and people especially with people with disabilities and veterans and people who need access for over 20 years working in the health industry and the IT industry. So, with leading this Ticket Program, our team, we're very excited to continue the work that has already been provided by Maximus and with SSA support. We do have some great things and exciting things for the future that we will be sharing in the coming weeks and earlier in the new year. But our goal, first of all, is one, to introduce ourselves, making sure you know who your POCs and points of contact will be for the future, providing you the information and the guidance to reach out to us if need be. If you have any questions and we're happy to work with you during this time, as I know, some of you are used to working with certain individuals over the course of period of time. So, we just want to make sure that you have access to us, access to the information so that we can continue to support and provide you the level of expert experience and care that you've been provided these years. Thank you.

Robert Pfaff: Thank you, Jocelyn. I, want to thank both teams at Cognosante and Maximus who have been working professionally during the transition to get the necessary, and as you can imagine, expansive number of tasks moved over. And so, we're working diligently still to get through that process and I commend both sides for their professionalism. So, thank you very much for that. I think at this point and Adele, correct me if I'm wrong, we're going to open for questions.

Adelle Barr: You are correct, Rob. Thanks, Rob, Jocelyn, and Felix. April, if you can help us, just open up in case there are any questions about the summit or the transition. Can you queue up if there's any questions?

Operator: Sure. If you'd like to ask a question, simply press the star key followed by the digit one on your telephone keypad. Also, if you're using a speaker phone, please make sure your mute function is turned off to allow your signal to reach our equipment. Once again, press star one at this time. We'll pause for a moment. And we'll take our first question from, Corey Pederson of PC Professor and Corey, your line is open. If you can release your mute function, we are unable to hear you. Again, Corey, we are unable to hear you. And hearing no response there are no questions at this time.

Adelle Barr: Okay. We do have one from the chat. Will all ENs have a new TPA point of contact person assigned to them for coordinating training with new EN staff and other issues and needs? And will we be receiving an email next week about who will be our new point of contact?

Jocelyn Greenidge: Hello, this is Jocelyn at Cognosante. So yes, all EN's will have a new point of contact. You will be receiving each of the POCs that the ENs will reach out to. There will be an email sent out from the Maximus current lead and POC. And in that email introduction will be the information, the contact, including name, email address, and phone number.

Adelle Barr: Thank you, Jocelyn. I do have another question. How would the new contract with Cognosante affect the EN?

Robert Pfaff: I can take a stab at that. This is Rob, there should be a seamless transition from the TPM being with Maximus to being with Cognosante from your perspective. And that's certainly been our goal throughout this process. So, I – it – from the perspective of the employment networks, you should notice very little to no disruption of your current services.

Adelle Barr: Thank you, Rob. April, do we have any questions on the phone queue?

Operator: Not at this time. Once again, star one, if you'd like to ask a question or make a comment.

Adelle Barr: Okay. And I do have something here very nice by Joe or maybe no questions. Just thank you to Maximus for your support over the years and best wishes to Cognosante. Thank you for that. Okay. One more check for the phone.

Operator: There are no questions at this time.

Adelle Barr: Thank you. Thank you for that, April. And we'll continue with EN updates and reminders with Cara.

Cara Caplan: Good afternoon, everyone. I just have a quick update on EN enhancement, which this is an ongoing process which allows SSA to ensure that ENs are abiding by the terms and conditions of their TPA. This includes assigning tickets, requesting payments, making sure all staff who comes in contact with PII is suitable per part three Section 9 of the TPA. To date, over the last couple of years, we've terminated over 90 ENs due to non-compliance with this. So, we just want to remind everybody to be very familiar with your Ticket Program Agreement and make sure you were upholding your part of the agreement. And that is all I have Adelle.

Adelle Barr: Okay, thank you for that, Cara. And we will go on to the next section, bear with me, let us go for some outreach update. And that will be me. So, on the outreach update front, we have Google Call only ads. Now these Google Ads drive highly qualified traffic to the helpline. The ads target people searching for, as I say, related terms, and this ad actually also the copy includes benefits and employment information. There, we will receive several hundred ad recipients call the helpline weekly, and on an average, more than 80% of weekly callers are Ticket Holders. So that means that the ads are reaching their target. We also do have Facebook advertising; Facebook ads drive highly qualified traffic to the Choose Work website. And since January 2021, the ads have generated just over 5,000 shares and almost 500 comments. And this ad audience tends to be in the lower 50th percentile in terms of income and most interested in how to retain their benefits while working.

And these ads reached just under 50,000 people this quarter. We also have text messaging. The TPM sends text messages once a month to people who've opted into these messages and the messages drive traffic to different parts of the Choose Work website. And to date, we have 13,217 people who have opted in. The text averaged a 14.8% click rate for the year. And there's an – opt out rate of only 6.6%. On the social media front TPM schedules daily media posts, that would be on Facebook and Twitter, to promote and to highlight things such as the

blog posts, Ticket Program resources and fact sheets, the work incentive seminar events, WISE webinars, success stories, important Social Security updates, and relevant information from other federal agencies. In addition to that, we also do publish weekly blog posts and some of the most recent popular topics include annual update, what's new blog and monthly career fair blogs, including

What you need to know about the Trial Work Period. There's also apprenticeship, Learn While You Earn. And another popular blog, Avoid Overpayments with Prompt Wage Reporting. The average viewership for these topics was slightly above 6,000 views. Now Ticket to Work Fact Sheets, we also have those on the website. Some of the recent publications that could be found on the [Yourtickettowork.ssa.gov](https://yourtickettowork.ssa.gov) website in the library. You can find Medicaid and Medicare employment supports, which describes how income from a job will affect Medicare or Medicaid. There's also the Trial Work Period, the updated information, including the 2021 information soon to be 2022. Also, with – we have one here, we have Success Stories and Stepping Stone stories. ENs can submit candidates for Success Stories and Stepping Stone stories. And what is the difference you may ask. If you don't already know about these stories is you have the Success Stories, which feature individuals who have achieved financial independence with the help of the Ticket Program. The Stepping Stone stories feature individuals who have made a major step on the path to financial independence, but had not yet eliminated their reliance on the benefits. We do have an opportunity for you to send in any stories, and that would be to stories@choosework.ssa.gov. And what I can do, if you look – I'll run this as a message across the top, if you wanted to jot that down. So again, that is stories@choosework.ssa.gov and you can definitely stay in touch. You can like us on Facebook, follow us on Twitter, and you can watch Ticket to Work videos on YouTube. And you can also subscribe to Gov Delivery updates, which I'll also post where you can do that. I'll put it up for the message as well. That is what we have on the on the outreach update. Let me just paste that one address up there for you. What we can do now is April, let's see if we have any questions. Now we open it up for all questions.

Operator: Sure. And once again, if you'd like to ask a question or make a comment, press star one at this time. We'll pause for a moment. And there are no phone questions at this time. Once again, star one to ask a question or make a comment.

Adelle Barr: Okay. While we wait for that, I do have a couple here from the chat. The process for creating extra security has recently changed and it's creating a delay on the EN portal enrollment, and because of this EN service is currently waiting for information from another department to complete the portal enrollment for our new Ticket to Work staff. The delay is affecting our new staff's ability to do their job. What is the issue and what is the estimated timeframe for the new process?

Katie Striebinger: Hi, I'm also suffering from the cold going around. This is Katie Striebinger from SSA. So, what happened is the Microsoft security site changed the way that you log in and create a brand-new account, that has caused an issue. You can either wait about three weeks until we get a systems fix port for the portal, or you can go in and create an account using a different method. Ideally, we would prefer if everybody could wait for three weeks, and we had everybody following the typical process. If there is an urgency that you were concerned

about, please do contact the help desk and we can try to work with you on that urgency. There's probably some leniency we could afford you or something we could help you to a manual process in the next three weeks while we're waiting for this to be corrected, but a fix is coming soon.

Adelle Barr: Thank you, Katie. More questions here, for scheduling purposes we normally receive our annual review in October, November, when may we expect the 2021 review directions.

Cara Caplan: This is Cara. So Cognosante is taking this task over and it may take them – your reviews may not happen when they normally happen. We may be a month or two behind, for them to be able to catch up and make sure all personnel is on staff. And we have to make sure all the Cognosante staff are suitable. So that takes a little bit of time as you guys well know, but you will have your review and that would start your new annual cycle once you get it. So Cognosante will notify you when it is time for your review.

Adelle Barr: Thank you, Cara. Will this affect the timing of Ticket to Work marketing data file delivery? Sounds like this speaking to the transition.

Jocelyn Greenidge: This is Jocelyn. No, it will not.

Adelle Barr: Thank you, Jocelyn. Okay. Any, just checking and see if there's any phone questions, April.

Operator: We do. Linda Low of Linda Sullivan.

Adelle Barr: Hi, Linda, please go ahead with your question.

Operator: Linda, if you can release your mute function, we are unable to hear you. And hearing no response, we'll go to Natalie Harrison of Lighthouse Louisiana.

Natalie Harrison: Good afternoon, everyone. Thank you for taking my response. I want to say thank you to Maximus for supporting us all of this time and looking forward to Cognosante services. I have a question regarding the way that we are going to receive the point of contact updates. So, I think I heard you guys say everyone is going to stay, our contact information is basically going to stay the same. So, if we have questions for TPM or billing, do we still use the same email addresses that are – that we've been using? Or do we wait for updated contact information?

Jocelyn Greenidge: This is Jocelyn. You will use the same email address that you've been using that are available in public facing. The only thing that will change will be your individual – will be individual POCs working with the ENs that will be different, but all other emails, the main emails will remain the same and we'll just have for all those questions.

Natalie Harrison: Okay. So just to extend that question a little bit, that contact information will be provided to us in the future, or do we – are, you know, like how soon in the future will the point of contact for TPM be revealed to us?

Jocelyn Greenidge: This is Jocelyn. I'm presently working with Felix and Maximus to send out that email blast. And so, once we coordinate the date to send that blast, it will come out within the next day or two.

Natalie Harrison: Okay. Okay. Just wanted to be sure. So just continue to contact using the original email accounts and don't reach out to the current point of contact.

Jocelyn Greenidge: Yes, if you have an immediate need, you can reach out to the current point of contact. We will, and we're working closely with them. So, any information shared with them, we also will be notified. You will get an updated email from, you know, your current POC introducing the new POC, and then at that time, Cognosante POC will take over.

Natalie Harrison: Okay. Yes, that's what I was trying to figure out. Thank you so much for that clarification.

Operator: We have another phone question, Hamid Hajebian of HH Employment.

Hamid Hajebian: Yes. Can you hear me?

Operator: We can hear you. Yes.

Hamid Hajebian: Okay, perfect. So, I'm a deaf employment specialist and we're switching over from Maximus to Cognosante. Is it just a name change or is it a whole new staff, a whole new group of people that will be taking over the employment management? I'm just wanting to clarify what the change entails. So, does that mean all of Maximus employees will no longer be working with us and we'll have new Cognosante employees and staff working with us, or is it just the name change and we're keeping the same employees?

Cara Caplan: This is Cara.

Jocelyn Greenidge: This is Jocelyn.

Cara Caplan: Go ahead Jocelyn.

Jocelyn Greenidge: Okay, go ahead.

Cara Caplan: No, you start.

Jocelyn Greenidge: No, you start.

Cara Caplan: So, it is the whole entity – this is a whole – it's a whole new company. It's not a name change. It was a competitive bid and Cognosante won it. So, it – Jocelyn is the new program director, as she mentioned earlier. She will have her own new staff, of course, some staff that you're familiar with maybe moving over into the new contract, but not all of them. So, it is an entirely new contract and an entirely new company, but it should be somewhat seamless to the Employment Networks. They will be doing the exact same work. They are being trained as we speak. And you know, they're doing a great job. Do you want to add to that Jocelyn?

Jocelyn Greenidge: No. No, thank you. You covered it.

Hamid Hajebian: Okay. You bet that makes sense, because I've been doing this for 17 years and I've had a hard time working with Maximus as far as referrals and advice. And, like I said, it's been 17 years and we finally got things worked out and now switching over to a new team, makes me wonder just to be starting this all over again, but maybe it will be smoother or better. So hopefully, it'll work out and I want to thank Maximus for their service and their support and partnership over these last 17 years. I've really learned a lot and grown through working with them. So, thank you, Maximus.

Operator: And next we'll hear from Paulette Vieillet at – of My Employment Options.

Paulette Vieillet: Hi. Oh, let me see. Hi, I, again, I did have a question about intake and some of the marketing numbers. I'm excited that, you know, you're seeing some traffic from the Facebook and Google ads, and I was just kind of wondering in general, how have the numbers been, you know, like as compared to pre-pandemic or last year? I know for us, our referrals from Choose Work have significantly decreased. And I wasn't sure if it was just an overall less number or just to get that clarified a little bit.

Robert Pfaff: Hi, Paula. I'll try to answer that for you. So, across the program, we're at about 74,000 tickets assigned, and that is roughly where we were pre-pandemic. So, we're – we – there was not a significant drop off. We saw a slight stagnation in assignments, and, you know, during the pandemic, but, you know, no significant drop off in participation and through the marketing, you know, business process, which I will speak to, which is separate from the things that you were mentioning. We do have other outreach initiatives underway. One of which is the Google Ads that Adelle was referencing during the call. But, you know, through the marketing initiative, we are still working with Employment Networks that are able to market their services to beneficiaries that Jocelyn, as Jocelyn referenced, will not be affected by the transition over, contract transition.

So, what I can tell you, and I know we've – you and I have talked about this in the past, we're open to any discussions you'd like to have about what you're seeing when you're in, in terms of business numbers and participation and assignments and so forth. We have some Employment Networks that are doing very well with the marketing business processes. And it's not just, you know, larger Employment Networks, but I've seen and heard some positive feedback from smaller Employment Networks that have recently started participating in this. So maybe another option is, you know, tapping you into some of those folks to offer any guidance that would be helpful, might be helpful for you as well.

Paulette Vieillet: Okay. Well, I sure do appreciate that. I always like to hear what – what's going on in front of you and Robert. So, I know we're on the list for the marketing POC, and I think it just takes time to get through all the processes.

Operator: And next we'll hear from Lisa Cross-Shelton of Employment Connection.

Lisa Cross-Shelton: Hi, greetings everyone. I'm curious. I've had a great relationship with Maximus over the years, but this particular year, I am having challenges with one communication and getting in results on the integrity Program, Integrity Review. Is there anyone that can speak to me offline about it, or who can I speak to, to get a better picture of

what's going on and I don't want Employment Connection to get lost in the sauce of the transition. So, I want to kind of knit that in a book before the transition actually occurs.

Cara Caplan: So, what – can you elaborate on what the issue is, or maybe we need to take it offline and help you.

Lisa Cross-Shelton: Right. Well, if it's not a – it's just a matter of communication, but yes, I don't mind taking it offline to discuss it in detail.

Robert Pfaff: Cara, I was going to say perhaps she could email you and provide more information.

Cara Caplan: Yeah. That – and that's totally fine. If you want to email me, it's just cara.caplan@ssa.gov.

Lisa Cross-Shelton: Dot Capain.

Cara Caplan: Yeah. Or you can send it to EN service, and they will make sure I get it.

Lisa Cross-Shelton: Okay.

Cara Caplan: And what was your name again?

Lisa Cross-Shelton: Lisa Cross-Shelton. Hyphenated.

Cara Caplan: Okay. Okay. Thank you, Lisa.

Lisa Cross-Shelton: Thank you.

Adelle Barr: This is Adelle. April, I do have a few questions in the chat; we will switch over to the chat. Can you speak to the issue with verifying extra security in order to have staff move forward in the EN basics training? We were just told that EN services is waiting for verification, yet we have our letter showing the verification.

Robert Pfaff: I don't know if Katie can speak to that issue. I think it sounds similar to the question we received earlier in the call, about changes to mySSA –

Cara Caplan: I think this has to do with training. Is Ana on the call.

Ana Morales: Hi, yes, this is Ana. It has to do with training, but it's also connected to the access to the portal, because in order to move from one phase to another, individuals need to have access to the portal. So, yes, Rob is right. Katie, talk about it earlier and I guess we can train on a one-on-one basis, but I know that they are working really hard to solve the situation and give access to the portal so people can continue with either the training or also providing services.

Katie Striebinger: Hi, this is Katie Striebinger. Yes, if you could just reach back out to the Help Desk, and you know, we are trying to give everyone, you know, a priority, you know, but I think some ENs have different situations than others. You know, one EN is trying to get additional staff person, but there isn't an urgent need, right? Because, you know, they're – they still have a person in the portal, but if you have nobody in the portal and it's completely effecting your ability to do your business, please, you know, reach out to the help desk. I have not had something cross my desk that is urgent to the point where, you know, someone can't wait three weeks for the fix to go in. Like I said, we do have a workaround for anyone who has

urgent access and needs to access the portal, but nothing has come to my attention that is that urgent. So, if you could please communicate back to that original point of contact you were working with, like, let them know about the urgency. We can work with you to get that fixed, but like I said, there is a solution coming in the next couple of weeks. Everybody could hang in there. It – it's, you know, we'll all be back to normal, but if there's something that's impacting your business, please do reach out.

Adelle Barr: Thanks everyone for helping out with that one. What is the status of the marketing proof of concept project?

Robert Pfaff: I can take that. This is Rob, the marketing proof of concept is – has been transitioned to a marketing business process. We're no longer testing the transfer of information over to Employment Networks that are participating, organizations that are interested in participating in the marketing business process. We can send information over to you and we can get – I think we have a dedicated mailbox for that. So perhaps someone on the phone can share that, that that's from our team. That said, the – there are requirements for participation. You have to have the capacity as an organization, as an Employment Network to handle additional assignments. The expectation is that you will sign roughly one and a half of a percent to 1% of the file size that you receive. And we require that file size to be at least 5,000 contacts or beneficiaries.

And it can be certainly larger, but you have to have the capacity organizationally to assign 1% of the files that you received. So, if you're getting a file of 5,000 names, you need to have the staff to take on roughly 25 to 50 new clients over the course of the next three to six to nine months, approximately. But all that information is contained in documents that we can send over. So, if you are interested, we can supply that information. I don't know Adelle if we have that readily available or if Rose happens to be on the call, but we will make that information public.

Adelle Barr: Okay. Now we'll get that information together.

Ana Morales: This is Ana, the email address for the data marketing is data.marketing.poc@ssa.gov.

Adelle Barr: Okay, Ana, this is Adelle, the data.marketing.poc@ssa.gov. And that should be going across the screen now. Thank you. April, do we have any questions on the phone?

Operator: Not at this time.

Adelle Barr: Okay. I still have a couple here in the chat. We have noticed payment processing and suitability processing has slowed down considerably. Can you talk about the timeline expectation and who to reach out to?

Robert Pfaff: Cara, I don't know if you can take that one.

Cara Caplan: Yeah, I was thinking. For suitability it has slowed down. We agree with you. There's not much we can do about it. I'm – you know, we're coming close to the holidays. We have thrown a lot at them lately, between the ENs and our – we have brand new WIPA grants this year and many are new to suitability. And now we have a new contractor Cognosante who all has to get suitability. So, we have a lot, and obviously we're not the only people in the

agency that they deal with. I have been in contact with management over there and they're doing the best they ENService@ssa.gov and we'll do what we can to check and see where your application is. And what was the second part of your question? I apologize.

Adelle Barr: Let me see. Bear with me one second.

Robert Pfaff: It was in regard to slow down of payments.

Cara Caplan: Katie do you want to take that part?

Katie Striebinger: Yeah, sure. This is Katie. There has not been a slow down on a payment that I'm aware of. If you're having a specific concern about a payment request, please do reach out to the Payment Help Desk and we can take a look at it. Some kinds of cases do come out of diary, which will make a case, you know, "old", right? But we get right on top of those cases as soon as they come out. I cannot think of a scenario where anything is – there's a slowdown, so, and we just finished processing the e-pay files for most, you know, traditional ENs. So, if you're a traditional EN, you should see that you just received a payment from SSA and the last month. So, everything is moving along at its normal pace. Like I said, if you have a specific concern, please reach out to the payment help desk and we can address it there.

Adelle Barr: Thank you for helping with that. Question, my clients have always had difficulty communicating with our local social security office. I reached out to our [inaudible], but he was unhelpful and started ignoring our attempts at contact. Is there an SSA contact that ENs can have to help [inaudible]?

Cara Caplan: This is Cara. We are in contact with our colleagues in the Office of Operations, and if you're having a particular problem with a particular field office, if you can send that over to EN Service, with, you know, all the important information, meaning who did you deal with, who is the beneficiary, all the information. And we may be – we may reach out to you that we need more information that our operations component will reach out and try to get it handled.

Adelle Barr: Thanks, Cara. Will ENs receive guidance regarding the vaccine mandate for federal contractors and subcontractors.

Cara Caplan: We have not received guidance for contractors yet, but when we receive guidance, we will certainly give it to you.

Adelle Barr: Okay. Thank you. April, do we have any questions on the – in the phone queue?

Operator: We do Diane Winiarski of Allsup Employment Services.

Diane Winiarski: Thank you so much. I just wanted to ask a clarifying question. And I believe it's – it goes to Cara. Just wanted to confirm, the last question that was asked about local offices potentially providing incorrect information to our beneficiaries. We are to follow up with EN Services because in the past I've been sending these issues to data.marketing.poc.

Cara Caplan: Yeah. If you're having an issue with – I don't – I'm not familiar with the data marketing email address for issues with the field office, maybe Patrice – to that. But if you're having an issue obtaining something from the field office, like a BPQY like that, then you should come to EN Service with your issue, and we need specifics. So, you can't just say we're having

trouble getting the BPQYs because they will reach out to that specific field office in reference to that specific beneficiary to get you what you need.

Diane Winiarski: Perfect. And we have been providing that information with all the detail and the contact address and phone number. So, thank you. I appreciate that.

Cara Caplan: No problem.

Speaker: [Inaudible] but Cara you're right. We do – we have received them in the Data Marketing POC mailbox, but the best place to send them would be to EN Service. The EN Service mailbox. They – we all send them to the same place. And since the POC is not a POC anymore, the better and more central place would be the EN service mailbox.

Adelle Barr: Thank you. Any other questions on the phone queue April?

Operator: Not at this time. Once again, star one to ask a question or make a comment. And there are no questions at this time.

Adelle Barr: Okay. And it also appears that we have no other questions here in the chat. It looks like we will be returning sometime to your day today. Our next call will be in the New Year in February. So be on the lookout for a gov delivery in the month of February. Again, thank you everyone for joining us and you have a great rest of the day.

Operator: And that does conclude today's call. Thank you all for your participation. You may now disconnect.