

Quarterly All EN Call

Operator: Good day and welcome to the All EN call. Today's agenda will consist of Introductions and Social Security updates by Robert Pfaff, Cognosante Introduction by Jocelyn Greenidge, then EN Updates and Reminders by Cara Caplan and an Outreach Update by Jamie Pendergraft. Today's conference is being recorded. And at this time, I would like to turn the conference over to Robert Pfaff, please go ahead.

Robert Pfaff: Thank you. And good morning or good afternoon, depending on where you're located. Thanks for joining us for this quarterly All EN Call. We appreciate the time that you have taken out of your day. We also appreciate the services and supports that you provide to our beneficiaries who are trying to return to work. I have a couple of updates that I'd like to share, and then I'll turn it over to the other folks that are on the call today. First being the Employment Summit. We have reviewed a draft report that's been submitted. We're working with Cognosante to put together a summary report of some of the high-level takeaways and action items that we identified during the Summit. We have reviewed a first draft. We have discussed edits, and a team is working on making those edits to the document, and that second version will be reviewed over the next few weeks.

We're hoping to get something completed and out publicly, but it is going to take a little while as we get to a final draft that must be reviewed by agency leadership and so forth. So, stay tuned for that, but we will definitely let you know when that document is released to the public. I'm thinking it should be out by or before the next quarterly All EN Call. One additional item to share with you is a leadership change that has been made recently. As you may be aware, Dr. Kilolo Kijakazi was named the Acting Commissioner for SSA. She had previously been the Deputy Commissioner for the Office of Disability and Retirement Policy. She was elevated to the Acting Commissioner position that occurred last summer. Steven Evangelista, who was the Assistant Deputy Commissioner, was elevated into Kilolo's previous position as the Acting Deputy Commissioner. Last week, the announcement came to Dennis Foley was going to serve as the new Assistant Deputy Commissioner under Steven Evangelista.

So, Dennis, I know from working with him previously, comes from our Office of General Counsel. He knows the Ticket to Work Program well. He's been a great colleague to work with in the past; very smart. And I think he'll be a great addition toward our leadership team.

I want to speak about some new opportunities available and, previously, I talked a little bit about the Employment Summit and some of the things that we're already working on; but and I want to get to this in a minute. Some things are already in the works, and they consist of the Talent Acquisition Portal. We've had multiple ENs requests to be entered into the Talent Acquisition Portal. Mike Corso is going to talk about that in a moment. And we also have the ACT Academy, which is virtual. It's an opportunity for ENs to screen their candidates, the clients that they're work with, to enter them in for free licenses used for training purposes for software training certification that is virtual. And I'm going to get to Mike in a minute. But I do want to talk about the first opportunity that we have on the agenda, which we call ICAP. ICAP is an abbreviation. If you know us as the government, we love our abbreviations and our acronyms. It stands for Interventional Cooperative Agreement Program. We have sent out an email so you should have seen this in your email messages that you receive from us; but in the event that you haven't, I am going to share this with you again to make sure you're aware of it.

Employment Networks are cordially invited to attend an informational session with the Interventional Cooperative Agreement Program, otherwise known as ICAP, hosted by Social Security's Office of Research Demonstration and Employment Support. This is the component where Ticket to Work is housed as well. And this was scheduled to happen on February 2, 2022. So, for those of you who participated and for those of you who would like a little further knowledge about this, what ICAP is, is basically a cooperative agreement between SSA and non-federal entities of which Employment Networks may be — a non-federal entity who have interest and ability to identify and operate interventional research through cooperative agreements. A cooperative agreement is a contract — meaning it's a legal financial assistance instrument between a federal agency, such as SSA, and a non-federal entity, for the entity to perform research around return-to-work efforts.

So, I will share with you is on grants.gov. If you Google search grants.gov and you search for Social Security ICAP, you can read the announcement that's there and learn more information. So, I encourage you to do so if you are interested in the ICAP process. So, without further ado, I will turn it over to Mike Corso from Disabled Person. Mike is going to talk about the Talent Acquisition Portal and the ACT-V Academy opportunities that are available to ENs. Mike, would you like to go ahead and take it away for us?

Mike Corso: Yeah. Thank you, Rob, thank you for this opportunity. I thank you and Social Security for giving me the opportunity to speak to you on this call today. My name is Mike Corso and I manage Disabled Person Incorporated. We have a couple of offerings that we'd like to offer to the ENs across the country as Rob said. We have the Talent Acquisition Portal, and I'll talk about that secondly. The first offering is the ACT Academy. It's Abilities to Careers Technical Virtual Academy. As you can see, in the lower left-hand corner there, we have a little logo there, we're partnered with the Council of State Administrator of Vocational Rehabilitation with this and the National Employment Team. So, what the ACT Academy is, it's virtual. It's all online. It's an instructor led video-based learning.

It's an online virtual academy that offers employers in-demand entry level IT certifications of Microsoft certifications and Comp-Tia certifications. The video-based learning is captioned. So, if any individuals you know who need that, there's also text learning. We have it divided in into two portals. The first is the Go1 portal where the video-based learning is. And we use our Microsoft Teams portal, where we have all text lessons and guides to the exams. We also have teacher's assistants that will communicate with the individuals. We offer the different courses. As you can see here, Digital Literacy, Microsoft Office specialists, Microsoft 365 fundamentals, Microsoft Teams Administrator. People who have no experience at all should start out at Digital Literacy, then move up to Microsoft Office. Then, the 365 Fundamentals and then they can go from Digital Literacy to the Comp Tia A Plus.

The other courses that we offer are the Comp Tia A Plus certification, the Comp Tia Network Plus, Security Plus, and the Microsoft Azure Fundamentals. This is just the first year. What we're trying to do here is build a program that will take people eventually to full stack development in IT. But if you picture a train going from, you know, New York to Florida, right, that would be the three years, but along the way, there's multiple stops. So, beneficiaries can come in. They can take a course as a Comp Tia Network, you know, Administrator, and then they can go get a job for that. And what's really cool is we partnered with CLO RPO, which is the largest recruitment processing outsourcing company in the world. And CLO has agreed to take the resumes of the individuals who passed the certification exams and give their resumes to their recruiters to place with their clients.

And the offer that we have here is 150 licenses. These licenses will be good through August 31 of this year. So, if you have individuals that you can weed out who are interested in entry level IT certifications, you can send them over to us. We currently have 17 beneficiaries from ENs in the program already, and Rob gave

us the opportunity to speak to you again so that we can get more. We have 150 now, so we have a way to go. And if you have an interest, you can contact me at Mike@disabledperson.com or you can call me at (760) 420-1269. And again, (760) 420-1269. That's a quick overview of the ACT Academy. Any questions, just feel free to give me a call or an email.

With regard to the Talent Acquisition Portal, we are also offering access to all the ENs to the Talent Acquisition Portal through the end of 2022. We currently have 42 ENs who have accepted the invitation. And we're happy to take as many ENs that want to participate. We currently have streaming 410,000 jobs on the Talent Acquisition Portal. All those jobs are new. They're within 30 days. So, they're not jobs that have been there forever. The jobs that come into the portal aren't scraps from anywhere. They're put there purposely by the employers, just so you know. Again, if you have an interest in the Talent Acquisition Portal, you can reach me at my email, mike@disabledperson.com or give me a call (760) 420-1269. So, I'm going to turn it back over to the operator and if you have any questions, please feel free to ask. Operator.

Operator: Thank you. If you would like to ask a question, please signal by pressing star one on your telephone keypad. 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 one, to ask a question and we will pause for just a moment to allow everyone a signal for questions. And again, that is star one for questions. We'll take our first question from Beverly Johnson with MVLE.

Beverly Johnson: Yes. I am calling in, so I'm not able to see the actual PowerPoint slide. Will this information be emailed out to the ENs?

Mike Corso: I think that that would be a question for either Cognosante or Social Security, but I'm sure that we can get it out there.

Beverly Johnson: Okay. I would, very much like the information. Is there any way I can leave my email with someone to send me the information on the talent acquisition opportunities, for ENs and the individuals?

Robert Pfaff: So, Mike, I'll take this. This is, Rob from SSA. Jocelyn, can we send out the slides, to her or make them available on one of our pages?

Beverly Johnson: That will be great. Thank you.

Jocelyn Greenidge: Hello, this is Jocelyn. We can make them available right after this meeting. And also, you can provide an address as well if you want us to email directly.

Beverly Johnson: Thank you so much.

Operator: And we'll go to our next question from Paula Vieillet with My Employment Options.

Paula Vieillet: Hi there everyone. Mike, great job. I wanted to find out whether, for either of these — the training program and the portal — whether a person has to be on disability to qualify.

Mike Corso: Yeah, good question. The answer is yeah. We are saving both opportunities for individuals with disabilities. That's, what we do. The license that we have are just for individuals with disabilities. We're offering it to the ENs, VR consumers and VA consumers and the Talent Acquisition Portal is an invite only just for people with disabilities.

Paula Vieillet: Right. I just have a lot of people with disabilities calling me who aren't on Social Security disability. That's why I was asking, but they need to have some kind of funding behind them, I guess?

Mike Corso: Say that again, please.

Paula Vieillet: Yeah. I mean, I actually have a lot of people, who are disabled, who have been contacting me, but aren't on disability. That's why I just was asking,

Mike Corso: We offer this to you as an EN, and then you would take that and send them over to us if they are one of your beneficiaries.

Paula Vieillet: Now, are we reassigning the Tickets to you? I'm not even sure if you're an EN or not.

Mike Corso: We're not an EN.

Paula Vieillet: Oh, Okay.

Mike Corso: Yeah. We're not an EN.

Paula Vieillet: Alright. Well, great, great. I'm excited about it. I'm sure I have people.

Operator: We'll go to our next question from Carma Franco with Heart CIL.

Carma Franco: Hello. We are an Independent Living Center, as well as an EN, and so I guess my question is similar to hers. So, the scenario that I'm understanding is that we sign up with your services and then we refer our clients whether or not they are on current Ticket status. Is that correct? Is my idea correct?

Mike Corso: So, for the ACT Academy, they would need to be on the Ticket status.

Carma Franco: Okay.

Mike Corso: For the Talent Acquisition Portal, if you're an Independent Living Center and you have a job developer who's working in that Independent Living Center, then we can create an agency for you as an Independent Living Center on the Talent Acquisition Portal. And then you can invite those individuals, as you know, consumers looking for work. Yes,

Carma Franco: Yes. It's a constant question about people asking us to pay for their educational services, but we're a nonprofit, so we really don't have those types of funds. So, this is golden, and I don't know. I think this is great. Thank you.

Mike Corso: Thank you. Feel free to reach out.

Carma Franco: Will do, will do

Operator: We'll take our next question from Robert Del Castillo with Assistant Employment Services.

Robert Del Castillo: Yes. Hi, good afternoon. This question is regarding the ICAP. We, I think there was, I think you guys held some type of training for the grant that should be coming up soon. I believe in June that they're going to do the RFP. Would you be holding anything else like that? We weren't able to do that particular course for class. Would anything else come up before we could submit that?

Robert Pfaff: That's a good question. This is Rob from Social Security.

Robert Del Castillo: Hi, Rob.

Robert Pfaff: Hi. If you go to grants.gov, and you search SSA ICAP. It should take you to the actual announcement on grants.gov. Within that should be a point of contact listed that you can email. And it's probably somebody at SSA. So, bear with me. I haven't read the actual announcement. If you email that contact on grants.gov, that person will be able to give you information as to whether there's going to be any additional events about the ICAP opportunity or can most likely send you additional information if it's available. Does that help?

Robert Del Castillo: That does, that does help. Thank you. Thank you so much. And that person will also let us know when they're going to send out the request for proposals as well; or do you know, would you know, around what time that's going to come out?

Robert Pfaff: That should be in the announcement itself. So, you should see those dates in that announcement on grants.gov.

Robert Del Castillo: Okay. Alright. Thank you, Rob. Thank you, guys.

Operator: And as there are no further questions at this time, I'll turn the call over to Jocelyn Greenidge.

Jocelyn Greenidge: Good afternoon and good morning. My name is Jocelyn Greenidge, and I am the Project Director for the Social Security TPM contract. And I wanted to, again, reintroduce myself and my team. I believe the last time we probably all spoke was in the middle of the transition from the previous contractor, Maximus, and working with them to finalize and transition all work over to the team Cognosante, to support you and all for the future of work, community changes and exciting things that we have coming up in the future. I wanted to take a moment to introduce the EN Development and Training team. The majority of you have already started engagements, communications, meetings with the team, but for those that are not familiar with the EN Development and Training team, I wanted to take a moment to introduce you to the senior EN Development and Training manager, Derek Shield.

He will, oversee and work with the EN team on all things training, communications and outreach, and also engagement, as well over the course of the next couple months you will be seeing additional communications and messaging as we work to not only, you know, standardize and maintain the current processes and planning that's in place, but also ways and communications for areas and for improvements; getting feedback and also as the years come, looking for ways to improve things in the community out there. And then supporting Derek is our EN Development and Training Manager, Keitra Hill. Many of you have probably already started communications and speaking with her as she oversees the Account Managers teams. And she will be working with not only with the Account Managers, but also supporting Derek as well with all the strategic and tactical work that the team relies on for the day-to-day communications.

And so, in this team, we have seven Account Managers that are supporting you with a variety of tools. Some of them for the Bridge LMS learning technical assistance, the EN training inquiries, enrollment, EN marketing strategies and Partnership Plus. Each of the seven Account Managers serve several states as you can see in the slide deck that we have. You can reach out to them respectively. As you can see, each of them have different territories that they support, or also if you have any general EN questions, you can reach out to our main message box, which is ENOperations@yourTickettoWork.ssa.gov. Any member of

the EN team will gladly be able to assist you with any questions and point you in the right direction if you have not heard from anybody today. But I'm assuming everybody has been in contact with their new Account Manager in working to set up those meetings and calls for the future. With that being said, I thank you all for your time and I will turn this now over to Cara to give the updates.

Cara Caplan: Thanks, Jocelyn, and good afternoon. So first, the APOR the Annual Performance Outcome Report, which most of you are very familiar with, that is due this coming Monday, February 28. If you are excluded, you generally know who you are, but those are the state VR agency and the American Job Centers, or ENs that received their agreement in 2021 or 2022. Each EN program contact received an email with a unique link to the APOR. If you do not have that, please send that in to where APOR questions go, for help that would be ssaenapor@yourTickettowork.gov. I apologize, it's ssaenapor@yourTickettowork.ssa.gov and that Help Desk can help you with any APOR assistance that you need. There is also an APOR questions and FAQ page, and that is yourTickettowork.ssa.gov/resources/resourcedocuments.html.

In addition, the Security Awareness Training, which is form SSA 222, is also due this coming Monday, February 28. You can send that to securityawaresstraining222@yourTickettowork.ssa.gov. If you have multiple staff members, all EN staff must sign and keep a copy of the 222 forms on file at your EN location. The Signatory Authority or the Suitability Contact must submit the addendum form that lists all the staff who have completed the 222 form. If you're a one-person shop, so you only have one person at your EN, you should submit the Security Awareness training single form and the addendum is not required. Every single year we terminate people for not filling out the 222 or the APOR or both. So, please make sure you get them in on time. It's pretty simple to do, and it's really silly to be terminated because you did not do this, but it is one of your obligations in your Ticket Program Agreement. In addition, we have Service Provider Foundations training. This training provides the EN with information needed to perform the duties and responsibilities required under the Ticket Program Agreement. New ENs and new key personnel for any EN are required to complete startup within 60 days following your TPA award or designation of new key personnel. Failure to comply with this training may result in sanctions as well.

If you have new staff, you hire new people, people leave, any of that type of stuff — any staff changes, you must report that within 24 hours, you can send that to enservice@ssa.gov. Any key personnel must be reported within 3 business days of the event. Key personnel include the Signatory Authority, the Program Contact, Ticketholder Service Site contact person, Suitability Contact person, Payments, or Ticket Portal users. So, please make sure you report changes. The TPA Change Form must be completed by your agency Signatory Authority, and it is on the Ticket to Work website.

We have a system change coming on April 4. The System for Awards Management site will be switching from DUNS to UEI. It's a new system in DUNS, in which you will get your DUNS number from Dunn and Brad Street and the government contracts with them. And the government does not want to contract with them any longer. The federal government wants to bring it in house so, they're switching to what they call a UEI number. This will not affect your business with SSA whatsoever. We'll continue to use a DUNS number and we're going to switch to the acronym PID behind the scenes, as your unique identifier, and we'll be applying the UEI to your account in the background, so you do not need to take any action. Your payments and Ticket assignments will continue to operate normally. We just wanted you to be aware of it because everyone that has a DUNS number will be receiving a UEI number automatically. It's nothing you need to do, brand new ENs, or if someone wants to apply for a new model, we will have those instructions for ENs shortly. I will now hand it over to Jayme for Outreach Updates.

Jayme Pendergraft: Thanks, Cara. Good afternoon and good morning, everyone. This is Jayme Pendergraft. I'm going to go ahead and ask Katherine to head forward to my slides, please. Alright, to start

off with my section of the presentation, we're going to talk a little bit about social media. As you all know, we do schedule daily social media posts on both Facebook and Twitter, and we frequently promote our content. We promote blog posts, Ticket Program resources, fact sheets, our WISE webinars, success stories, other Social Security updates, and relevant information from other federal agencies or organizations. We do ask if you have any thoughts on any social media content or if you have something that you would like us to share, please do reach out and I'll provide some contact information later in the presentation. But if you have any thoughts you'd like to share or resources that we should post on social media, please do let us know. We do publish a weekly blog post and, we do frequently publish an annual update about what's new for the year 2022, which includes updated information about SGA and Trial Work Period. And we also publish a monthly career fair blog post, and we encourage you to share these as well. They're really good resources just to have at your fingertips. You can post them on social media and the first week of the month, there you go, you have a list of all national career fairs happening in the country, as well as some local career fairs as well. We do typically see an average viewership above 6,000 views.

We also regularly publish Ticket to Work facts sheets, and these provide information about the program and other work incentives. Some recent ones include fact sheets about Medicaid and Medicare employment supports along with what is Social Security's Ticket to Work Program. And those are basically two to three pagers that you can either provide links to, or you can print out and share with folks who are coming in to see you who have questions about certain topics. We have a wide variety of fact sheets in our library for you to review. If you go to the link on the slide, you can visit the library for a specific fact sheet and then click library to see a list of all of our available fact sheets, but that, "What is Social Security Ticket to Work Program?" is a great resource for people who can just, who comes through the door or send you a note who want some basic information about the program.

We have a Work Incentive Seminar Event WISE webinar tomorrow. These are online events that are designed to help Ticket Program beneficiaries learn more about Work Incentives and the Ticket Program through accessible learning opportunities. They are typically held on the fourth Wednesday of every month, and we usually see about 400 to 600 people attend the webinars. Our next webinar is tomorrow, so I hope you all will join. And I hope that you've all been sharing information about tomorrow's webinar on your social media or through your email list. So, it is tomorrow, February 23, from 3:00 to 4:30 p.m. Eastern, and the topic is Ticket to Work Support on Your Journey to Employment. We do send sample social media posts for you all to share every month through GovDelivery. And we do request that you share those, if you can, or feel free to log on to our social media and just like, and reshare our posts about the webinars. We typically have them pinned to the very top of our page, so they're easy to find. I do want to note that the March webinar will be on the fifth Wednesday of the month, so, it will be on March 30. And if anyone receives any questions, we will not be opening registration until the second week of March.

We have a success story page, and we rely on all of you for publishing our success stories. We wouldn't have any needs without you so I will talk about how to send candidates in just a second. But to give you an overview of our different types of success stories, we have two. The ones that we call success stories are people who have achieved financial independence with the help of the Ticket Program. We also have stepping stone stories, which feature individuals who have made a big step on the path to financial independence, but they haven't yet gone off benefits. So, these are folks who maybe went back to school or bought a car, made some step on the path to that financial independence, but have not become fully financially independent yet. We like to see every step on the journey. That's why we decided to start doing stepping stone stories. At this time, we are still taking candidates for potential stories, and you can send them to stories@choosework.ssa.gov. You may not hear back from us right away about a story being developed because we are just ramping up our 2022 success story process. So, do send them anyway so that we can start planning, but you may not get a response right away, and we're not quite in the development phase yet, but do send them our way.

As I mentioned, there's lots of ways to stay in touch with us. You can like us on Facebook at facebook.com/choosework. You can follow us on Twitter at twitter.com/choosework SSA. We also have a YouTube channel with success story videos on there. You can watch at www.youtube.com/choosework. And then you can also subscribe to Gov Delivery updates. And I know links are being provided in the chat, but you can go to the choosework.ssa.gov page. And in the contact session section of the website, you can subscribe for GovDelivery updates there and also find all of our social media channels. And with that, I will turn it back over to the Operator for questions.

Operator: And again, if you would like to ask a question, please signal by pressing star one. Are there any questions from the web Q&A?

Keitra Hill: There is a question from Natalie Harrison about the SSA 222. Does the SSA 222 have to be in paper form on file in the office or can it be scanned a scanned copy on file?

Cara Caplan: Hi, this is Cara. It can be a scanned or paper copied on file. The key is that it has to be accessible to Social Security if we ever need it.

Keitra Hill: Okay, thank you Cara. Another question about the 222. Will we receive an acknowledgement from the Security Awareness inbox when we submit our forms?

Cara Caplan: Is LaKesha on?

Keitra Hill: No

Cara Caplan: Okay. We would have to get back to you. That goes to a certain staff at Cognosante, and I would have to ask the staff who's handling the APOR and 222. But if you sent it in and you've not received it, I would say, you're not going to get an acknowledgement. If we haven't received it by the 28th, we will send out something saying we have not received it.

Keitra Hill: There is a comment and question. I've been having multiple issues with getting new staff through the suitability process. I would love to speak to someone about my experiences. Who would I contact?

Cara Caplan: Yeah, you can reach out to EN Service. And, if you're trying to send an email with the experience, if you want to talk to somebody, you can shoot me an email and I can set up a separate call with you that you can tell me what your experience is, and we can try to figure it out from there.

Keitra Hill: The next question is, what is the acronym that Cara used when saying this number is replacing the DUNS?

Jocelyn Greenidge: So, it was the UEI. I have to Google it. I apologize. Our systems person is off today. So, I am not a systems expert.

Patrice McLean: This is Patrice. It's the Unique Entity Identifier, UEI.

Cara Caplan: Thanks, Patrice.

Patrice McLean: Sure.

Cara Caplan: And like I said before, it will be for those who are already an EN. It'll be completely behind the scenes. You will get your number. We have already received your numbers. So, our office is making updates to our systems as we speak. It should be very seamless for ENs.

Keitra Hill: Thank you. There's another question about Security Awareness. When did notification go out about the SSA 222 submission?

Cara Caplan: It went out at the end of January. I think January 28 possibly is when it initially went out, and weekly reminders are going out as well. I received one today, so everybody should have. Everybody who hasn't done it yet should have received something today.

Keitra Hill: There's a question about UEI. Does UEI connect with CAGE?

Cara Caplan: I don't know. I would assume so, but I don't know that. I mean, what we are told is everybody will receive it and it will be seamless.

Keitra Hill: Okay. Thank you. There's a question about WISE webinars. How do we log into the WISE webinars?

Jayme Pendergraft: Thanks Keitra. This is Jayme. If you register online at choosework.ssa.gov/wise when you register, you'll receive a confirmation email that includes a registration link and also a phone number if you're only able to dial in.

Keitra Hill: Okay. Thank you. Another question about the 222. Do VRENs need to submit the SSA 222 forms?

Cara Caplan: No, they do not.

Keitra Hill: I believe that's all the questions we have at this time in reference to the topics discussed today.

Operator: And we do have a question over the phone line from Kelly Sandal with Able SC.

Kelly Sandal: Hey there, as it relates to the issues with suitability, we are also fighting the good fight. You mentioned that we could email. Can you provide the email address so we can chat a little bit more because we have reached out to EN Service. We've called them. We're still having issues.

Cara Caplan: Yeah. You can send me an email. It's Cara, cara.caplan@ssa.gov. I will say that, with suitability, we don't do suitability in our office, so we don't have control over it. You know, I can meet with the manager over there and you know, they try to push them through for us as best they can. But I will say a lot of the times it is on — I don't want to say like the EN's fault, but I mean, and we have a lot of contractors. I'll use that term loosely. I know it's agreements under the Ticket to Work Program with the WIPAs, the PABSS, the ENs. And a lot of times, people aren't filling out the form either in its entirety, completely correct. A lot of times people are not hitting that submit button at the very end, I've learned. So, just please make sure that when you are submitting suitability you've triple checked everything. You have to have your name, your legal name correctly entered the same way every time you put it in.

Kelly Sandal: That's fair. I appreciate that. We've historically had an easy go of it. It's something, a recent something where people are needing to do like two or three times going through the process, so I will send you an email.

Cara Caplan: Okay. Yeah, no problem.

Kelly Sandal: Thank you, Cara.

Cara Caplan: You're welcome.

Operator: Well, go to our next question from Beverly Johnson with MVLE

Beverly Johnson: Yes. I just wanted to make sure as for the security document that was signed and needed to be sent back by the 28th, how can we confirm if our signature form was received?

Cara Caplan: You can send an email regarding the APOR to ssaenapor@yourTickettowork.ssa.gov. The email to send question regarding the Security Awareness submission should go to securityawarenesstraining222@yourTickettoworkssa.gov.

Beverly Johnson: So, we will be able to get a response to say that it was received?

Cara Caplan: Yes, they, if you give them our DUNS number and the name of our EN, and I would just say we'd like confirmation that you received our 222 form.

Beverly Johnson: Okay, and one more question. If we were to call the help desk, would they be able to confirm that it was received?

Cara Caplan: Which help desk?

Beverly Johnson: The Ticket.

Cara Caplan: That's a payment help desk. Yeah, that help desk is for payments, so they would not be able to confirm it.

Beverly Johnson: They would. So strictly those two emails that you have provided? Okay.

Cara Caplan: Yeah. And what is the name of your EN?

Beverly Johnson: MVLE

Cara Caplan: MVLE. Okay.

Beverly Johnson: Thank you.

Cara Caplan: Thank you.

Operator: We'll take our next question from Nina Schultz with Vertigo Job Center.

Nina Schultz: Yes. Hello. Can you hear me? Hello? Can you hear me?

Cara Caplan: We can hear you.

Nina Schultz: Oh, awesome. Thank you. Yeah, I just had a question regarding the rollover form. Apparently, I'm already cleared. I have suitability clearance level five, and I think you just need contact

information for who is in charge of the rollover form so that I can have access to the Portal or the Employment Network program.

Cara Caplan: You mean to get you enrolled into the Portal?

Nina Schultz: Well, yes.

Cara Caplan: Have you already received the letter from suitability office saying that your rollover form has been accepted?

Nina Schultz: No, that's what we've been trying to figure out. We haven't heard from anyone with regard to the status of that. And we're trying to expedite it because I think it has been more than a month now. My rollover form was already submitted more than a month ago. So, we just want to make sure that, you know, it's being expedited, or I guess we need a contact number or maybe person to reach out to because we have no idea who to reach out to regarding this.

Cara Caplan: I would send it to EN service at enservice@ssa.gov and they can give you the 1-800 number.

Nina Schultz: Okay. It's separate, yeah.

Cara Caplan: Also, you can send it to the attention of Natalie Sendldorfer, and she'll take care of it. She works for SSA.

Nina Schultz: Awesome. All right. Thank you so much.

Cara Caplan: No, my pleasure.

Operator: There's no further questions at this time. This concludes today's call. As a reminder, the next meeting will be held on Tuesday, May 24, at 1:00 p.m. Eastern. Thank you for your participation. You may now disconnect.