Please stand by for realtime captions.

Good day and welcome to the services and supports training conference call. At this time I would like to turn the call over to the training department manager.

Thank you and thank you for joining us today for the services and supports review. I will go right into our introductions. In the room we have Jenny, our program integrity manager, and have Cara, the deputy of-- the deputy director. Without any further ado we will go right into our objectives for the day.

After completing the training you should be able to describe the services and supports review process. You would be able to conform to updated contact and documentation policies, and be able to locate and complete an employment network certification of services form also known as--. You will be able to properly safeguard personally identifiable-- identifiable information by creating an-- and encrypted zip file.

On May 3 you should have received a message regarding the acceptable contact method and documentation. The new policy is a part of the review process called services and supports review which replaces the individual work plan review process. This training will detail the entire process and provide all of the specific details for meeting policy requirements as well as successfully participating in a services and supports review.

Let's move ahead on to the overview of the review process. What is a services and supports review? It is a review of documentation to verify that EN is actively working with ticketholders providing the services and supports agreed-upon in the signed individual work plans. Everyone will go through a services and supports review on a yearly basis. The ticket program manager will send a request for documentation from a random sampling of Social Security numbers currently assigned to the EN. What is required? What is included with it, caseloads with proof of ongoing contact services and supports provided. I WP is an COS statements. On slide seven you will see a visual for the process flow.

There is a request for documentation. We have responding to the request and the outcomes summary report. Let's go over requests for documentation. The first part will be when you receive the request. An encrypted request form will be sent using standard encryption pin and this is going to go out to the signatory authority. You are responsible to respond within nine business days with the requested documentation. They are responsible for communicating internally to ensure that only one individual response to the request and does so in a timely manner. A courtesy copy will also be sent to the EN's with this request. Good for you to know.

What about opening the encrypted request form? You will use your encryption password to unlock the document. We have an example plus the last four digits of your request Cody.-- Request Cody.. It will request to send I WP and costs or you will see where it is requesting only a cost.

Always send case notes regardless of which version of the request that you receive. Going on to responding to the request and talking about case notes on slide-- slide 12. When responding to the request be sure to include any case notes that will provide proof of ongoing contact were documented contact attempts. Demonstrates services and supports invited including dates. Provide evidence for information requested. Make references to case notes on page 2 instead of duplicating the content. If you have well documented case notes and can refer to them, like they are clearly labeled by page number or filename, indicate that so you're not doing that all over again. Include where on the page you are referencing.

Let's talk about mandatory regular contact on slide 13. You are aware that EN's are required to maintain contact with all signed ticketholders. For those in the initial support phase contact should be made at least-- at least monthly. This should not be anything new. If you are unable to make contact, you want to leave a phone message and document the process using the telephone message documentation form. After three months without contact you want to send a certified letter and document the process using the certified letter documentation for then you have those ticketholders in the ongoing support phase. In the initial one which is the preemployment time and here on the ongoing phase once they've been employed, the contact should be made at least quarterly. If you are unable, you want to leave a phone message and document the process using the telephone message documentation form. After six months without contact you do want to send a certified letter and document the process using the certified letter documentation form. I also recall that it does not necessarily need to be certified. That is one way to send it in, hold onto that receipt. You can go to the post office, first-class mail and get a copy of the receipt that you sent out this mail and keep it in the files-- in their files. Of course keep a copy of the letter in the file. These are different options that you have but again, it's all about documentation so make sure you have all things in their files.

What about the telephone messaging documentation?

Here you see a standard documentation form that can be used for telephone messages and it is located on your tickettowork.ssa.gov. You can go to the form and it will be located under services and support. The scripted prompt can be left as a-- voicemail or to leave a message with an individual. This is a script designed to help prevent accidentally disclosing PII. If you make note at the bottom of the form, it contains a field that can be used to document phone messages. This documentation form is optional but the information must be documented somewhere. A perfect example, case notes. You probably keep hearing me say case notes documentation-very important.

We will go on to the certified letter documentation. Additionally a standard form is available for certified letters as well in the same location of the your tickettowork.ssa.gov . The form contains a template language for a certified letter. Keep the receipts of the certified letter and the delivery confirmation. The bottom of the form contains fields for documenting certified letters just as we did for the telephone documentation. Both are optional methods for documenting regular contact. Even though the form is optional, maintaining the documentation is not.

ENs-- services and supports provided through ticketholders with the services agreed-upon and and I WP. What are some of the things that you need to be on this form? During random reviews of documentation of services to determine the number of claims eligible for ENs following ticketholders, and assignment of the ticket, and to perform quality assurance review as stated in the program agreement. Always remember to submit all three pages of the form and page 3 must be signed and dated. That is what the cost is about. What we are going to do now is talk about safeguarding PII.

It is important to ensure that all files are encrypted before they are sent. Consider it likely that you will be sending multiple files at once so a simplified process has been developed for sending multiple encrypted documents simultaneously using a program. The following slide contains step by step instructions for creating an encrypted zip file. Alternatively organizations that already is music can use WinZip to create encrypted files. Be sure to not use PII filenames-- PII names which can be intercepted even if they are located in an encrypted zip. Just be sure that you are not using names for the filename. You never want to encrypt the filenames as most commercial email clients will mark the file as malicious.

As I've indicated, the next few slides are the extractions that can be found in the suitability guide. We will glance at each one. I will not read the instructions for each but you know you have this particular presentation as a reference and we have pulled this directly from the suitability guide.

Just a moment to glance at those.

Encrypted zip packages can be emailed to programintegrity @tran9 at tickettowork.ssa.gov and make sure that is to the attention of services and supports review.

After reviewing the documentation, ENs will be provided with a similar result form with a result for each Social Security number. Each will receive one of the following results. Compliance and complete documentation, I WP amendments, service related problems, or noncompliance. A result will be listed as compliant, noncompliant with no technical assistance required, or noncompliant-a task will be required.

In the summary report we will talk about what compliant means. What that means is that all requested documentation was submitted. Signatures were included for all forms, services and supports that were provided matched those agreed-upon, and minimum mandatory regular contact is being maintained. This is for compliance. On slide 27 I will talk about incomplete documentation. What that means is that not all requested documentation was submitted. At least one item was missing, either and I WP or case notes.

The review cannot be fully completed, or there's also an action. Submit all documentation within five business days. Another statement could be this is similar from the previous report process. Failure to respond to the request will be escalated for potential termination. These are the reasons that you may see for incomplete documentation on a summary report.

You have I WP amendments. If they are maintaining regular contact the services and supports do not match those listed and there is an action where I WP needs to be amended and submitted within 30 calendar days. If there is none received, the case will be escalated to Social Security and the review will be considered noncompliant.

Sliced-- slide 29 you have service related problems. The and is providing services and supports to ticketholders but contact is inconsistent and does not meet the minimum mandatory contact requirements. Attempted contacts are individual and documented. Contact must be regained with the ticketholder and probably documented as we talked about. Services must be provided on a consistent basis. A technical assistance call with program integrity may be required to review best practices.

There could be some suggestions based on ticketholder groups.

On slide 30 we have noncompliance and here is where the eon-- EN is unable to provide a IWP for the ticketholder with the end date . The EN is not actively providing support to the ticketholder, contact has been lost and no contact for over a year. No documentation is provided for contact attempts. The case will be escalated to Social Security for further research and potentially on assignment.

A follow-up or media review may be conducted to assure that actions have been taken to correct issues across all ticket assignments.

IWP compliance results. We indicated that you will have compliant, noncompliant, noncompliant task required. In the compliant situation all requirements are met and all signatures are required-- included. If you have noncompliant their task required you are missing discussions or business models, just a few things where we will annotate. Simple, small things. If you receive a noncompliant with a task required, the IWP is not individualized. Missing signatures and dates, or a EN is unable to provide an IWP. The bullets mean that they fall in that particular category.

Let's conclude with tips for success. ENs should regularly review ticket assignment lists. You want to open the review email as soon as you receive it to avoid a last-minute rush to meet the timeline. You want to double check to assure that each is submitted for each tip-- ticketholder. To simplify the process, organize documents so that it is clear which documents apply to which Social Security numbers. You also want to maintain thorough records and properly file documents to assure quick retrieval as well as completion of cost statements.

We also have some best practices. Services or supports should match what is agreed-upon. If the services and supports required have changed, it is important to amend the IWP.

Both the EN and ticketholder should sign and initial any amendments and services should be individualized to a ticketholder. IWPs should be written collaboratively -- collaboratively from the EN perspective. If you are not using the template you want to be sure to add business model , method of completion and missing terms and conditions.

This is on our website. You can go to your tickettowork.ssa.gov, go to the information center under the ticket assignment. You can use your own form but just be sure to include all of the mandatory points. If you want to create your own template you can do that, just make sure that you include all of the requirements and you can use it as a guide or just go ahead and use that 1370.

You can go to the information center, choose forms and choose the statement under the payments heading.

We have come to the end and I just want to make sure you have this information available to you. By now you should be able to describe the services and supports review process. Locate and complete the cost form, and you should be able to properly safeguard PII .

What you would want to do is for more information you want to go to your tickettowork.ssa.gov /web /CTW/individualworkplans and for help with IWPs you can contact the provided support help line. Those hours are Monday through Friday, 9:00 p.m. to 5:00 p.m. You can email any questions about submitting a IWP through the ticket portal and our tickettowork.ssa.gov website -- email. All other questions can be directed to tickets.QA@ssa.gov

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We have reached the point that is most important. We want to open this up for questions. I know that this presentation is available to you so we will go ahead and open up the line for any questions you may have.

I wanted to clear up a couple of things with mailings. We do not require contact with the beneficiary. You can send a first class letter. I don't believe there is such thing as a receipt for those. You just need to keep a copy of the letter that you sent to your ticketholders in the file that you have a record of what you sent to them.

If you would like to ask a question press star one on your telephone keypad. Please press star one to ask a question.

Before we read a question we have six questions from the chat. Is it okay to read those out loud now?

The first question comes from Claire who asks, as an employer who uses this every day, what type of documentation do you need for the services and supports review.

This is Gary. I would suggest that if you see them you want to be keeping some kind of log. That type of thing is excellent so you do not have to have a transcript of your conversations but some notations about the issues that you discuss which demonstrates you are actively working with the ticketholder.

If a beneficiary is not working, they should still maintain ongoing contact on a monthly basis?

Yes. If they are in the initial phases in the beneficiary are that-- is not working, it is actually even more important for you to be in touch with them because the goal is to get them to self-sufficiency and to work.

The next question is going to come from Heather who asks, if it's requested on a ticket from-- that we've held for many years how far back in my required to go?

When a COS is requested on a ticket that has been held for many years, how far back is a EN required to go?

This is Jenny. We would like to see a summary of the entirety of the ticket. You don't need to include detailed notes all the way back but the important part is the contact records in the last two or three years to make sure you are still providing the services that you agreed to.

We had several people ask this. How long does it take to receive a report back after responding to a review request?

There are a couple of factors that would play into that depending on how large the request is, how timely we get the information. Typically it's about four weeks but if you have questions about the latest that it's taking to get your results, please email programintegrity@tickettowork.ssa.gov and I will personally take care of that for you.

Joyce was curious what email address the request will come from.

It will come directly from your program integrity analyst and there should be a CC from your email address.

Will COS requests show up in the portal?

They will not.

It looks like this is the last question that we have. Is there any consequences if after sending them a letter regarding no contact, there is still not no contact?

There's not a consequence but it does depend on where you are in the process. If you are in the beginning phases and there's no contact, tickets should probably be unassigned. If you have helped this person, they are in the latter part like outcomes and they don't like-- want any contact with you then after the review we would make a decision and most likely that ticket would stay in assignment.

We have a couple more questions coming in but I'm going to start recording those and we can take questions on the call while I record those.

We will take the first question from Susan.

I went through this process last year and it turned out to be pretty painless. I'm curious as to what the differences. You asked me for copies of I think 20 IWPs and even with the 20 that you requested it would have been over 1000 pages of case notes. When I contacted you you said we don't want all of those case notes. I do have a summary page that gives the services that we provided and the total number of hours. You determined that that was okay. The feedback that I got was that the only thing that was missing was that you really wanted a date range. I'm curious if that has changed because that process is certainly a lot more reasonable than having us give you 1000 pages of case notes. One part of my question is how many IWPs will you request? One colleague was concerned because according to him he had been requested to send all of his tickets were as for us it was only about 20. Could you clarify that, and like the caller before, in the early stages as you called it, that's what you are going to have a lot of case notes so giving pages and pages is overkill.

We are going to give you a two-part answer. It depends on the size of your EN , but the smaller ones that do not have a lot of tickets, we will ask for all of there's to have a valid sample-- all of their is to have a valid sample to review.

In general what can we expect if we are not any-- under any kind of a review? What would a good EN expect to receive as far as requests for these?

I think 20 is probably a good amount for yours. A

That was doable. Now the second part of my question?

You were talking about the case notes?

I know you are a larger EN and your operations are smooth so you have an in depth management system. If you can just do the summary that's perfect. The way you guys did it is perfect. We are just looking for a summary. We don't need every single word of your conversations but just to ensure that you are providing those services that you agree to provide in the beginning.

One other question and I will not tie this up. I'm curious about the no contact because in our new agreement, we cannot get paid if we no longer hold the ticket. If a person is working right now and then no problem. We can contact-- contact them every 90 days. And like you say if they don't respond back that's not a problem either. But we still have a problem with those people that we did provide a lot of services to and they seem to fall off the face of the earth. They don't want to respond but we know there's a real possibility that they will go back to work if you don't want to participate that's okay but just go ahead and sign this request asking to unassigned your ticket. They don't even do that. Can you elaborate on when can we unassigned these tickets? How long can we give them for no contact before we say we are going to cut the ties on this one.

I think it depends on where you and the ticketholder are in the process and every case is going to be different. If you are in the beginning stages of working with this person and they have not gone to work, they are basically in phase 1 milestone section of the payments, those are the ones you would probably want to unassigned-- want to unassigned because you have not

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If they are on their merry way, if you have done due diligence and send them a letter, your final effort, keep that in your file for your records and we are not asking you to unassigned those tickets at all.

I understood that part. My question was the opposite. We have provided all of these services and we keep sending them job leads and say we need to communicate with you, this is a give-and-take. We are researching job leads but you are not communicating, they still don't. We have every reason to believe that that person, sometimes they have a relapse and need to have surgery and are off for 3-6 months. When we have that happen we put them on medical leave and contact them periodically to see how they are doing. We know that eventually this person might succeed or contact us again and we don't want to close them for that reason. Then you do have contact and some people just take forever to get a job. Kind of clarify for me, when we ought to cut the ties on those tickets.

We have a six-month window that we have imposed that, if you have not contacted us in six months, we tell them that they can unassign their ticket and reopen it later. Sometimes that works but without us being able to get paid, that's not very fair, quite honestly.

We feel it is fair but every case is different. It's hard to just give you a stock answer and we would review those. The thing is, if they are not working, you are not going to get paid anyway.

They can go to work, that's my point.

Let me add one thing. I think there needs to be, what we've described is in that phase where they are trying to get a job, that's an area where we should not be something hanging around for years. That is a process that needs to be intensive on your part or the efforts to make it so. So as she said, if you have an internal policy where you are continuing to try to reach out to them and there may be some discretion as to how long that's going to happen, I think the EN has to have some discussion. What we do not want and what we do see, not in your case necessarily, that is where someone assigns the ticket. They can't get in touch with them, there's absolutely no contact on either end. Those need to be unassigned. If you have put in a fair amount of effort and are making active attempts, it is sort of a sliding scale. It depends on the situation.

I get that.

Thank you, I appreciate that.

If you find your question has been answered you may remove yourself. We will move on to the next question from the line of Peter.

Can you hear me all right?

Yes.

My question has been answered and I didn't have a chance to log off. I will yield.

Great.

We will take the next question from the line of Pamela.

My question is centered around the new documents that were offered, one was the letter one was for telephone documentation and one was for the certified letter. When we go to try to download or copy so that we can put in our information, it does not allow us to do so. Would it be a problem if we just retyped the whole letter? Is there any restrictions? Because we are not able to use it and implement our name where it needs to be.

That's totally fine. That's really just an example and not a form that you have to use.

On number two I think you may have answered this, but for the last year we have had issues with our IWP. It allows us to go in and download, it will allow us to fill it out on the computer but has this moment where my IT person is about to pull their hair out because it will estop-- it will stop allowing us to use it so we are constantly having to download it again and loaded again-- and load it again. I think the answer was okay that it was a-- that we are allowed to duplicate that as well?

Yes, you can duplicate it, or if you are having issues with the PDF you can certainly email programintegrity@tickettowork.ssa.gov ---- programintegrity@yourtickettowork.ssa.gov.

I had a situation. We had a young man that we served for a long time, became ill, decided he was no longer going to work because he did not want to lose his benefits because he moved into extended eligibility. At this time he decided he wanted to go back to work so he asked us to unassign him. After 90 days he calls back and says I need to just go to work. Will you please sign me up again? And we are going hmm. we called the helpdesk and said do we need to go through the whole process of collecting all of this data, or could be pick up where we left off?

You need to start over because it was an an assignment. It is considered a new assignment on our end.

We really appreciate it. Thank you.

We will take the next question from the line of Stacy Clark.

This is Stacy Clark. I did star one because most of my questions were answered but I missed the beginning of this, probably one of the important new changes in regards to what you were discussing regarding letters being sent out for beneficiaries. Will this training be posted or offered again? Unfortunately I did not get any of the information about it.

Hi Stacy. The training will be posted online. It should already be up, then we will have additional training and they will add this to monthly training. You are certainly welcome to take it again.

My main question really was the big change in regards to that notification. Is it certified? All of that is the piece that I needed. The big change in regards to the contact. I do have several beneficiaries and tickets that I have tried but they have not responded back. I need to know can I just unassign their ticket or do I need to do that letter? If you've covered that, I don't want to take the time so I will go back-- go back and listen to the training.

If you want to unassign it, you do not need to send the letter. That's your choice.

It's okay to do that without having the letter out there saying I haven't heard from you in a year. It's okay to do that?

Correct.

Then all of the stuff at the beginning I will try to listen to. Is it being taped to put on there?

I believe it's being recorded. If you want to take it again you can email operations.

Thank you so much.

My question was answered.

We will move on to the next question from the line of Susan Webb.

The last caller said something I wanted to clarify. Are you there? She asked about sending the letter before closure. I seem to recall in our contract that it does require us to notify them first that we intend to close their ticket. Am I wrong?

It would be nice if you did but I don't believe it's a requirement.

Good things. I thought that it was. That's it.

Brian Mosley.

My question has been answered.

Once again, if your question has been answered you may remove yourself by pressing star 2 if you do have an additional question please press star one.

I'm asking about the certified letters. We have not sent certified, but then they come back to us. Or if there is a call from the individual saying you can stop sending me those letters. If they are working is that sufficient documentation?

Yes it is.

So we can stop sending quarterly letters?

If they are asking you to stop and you need a copy of that in the record as well.

You record that on the telephone contact log?

Yes.

If they sent it in an email I would print out the email or attach it to their file.

Thank you.

We will take the next question from Cedric.

First I wanted to reach out to Jenny. She has done an on-site visit in Cleveland Ohio so I did tell her I would mention that I did join this training. I wanted to write down also had to get this information because I would like to have it printed so I have it in my records. I just go to a park and look at it or whatever. How can I get this training where I have it rented or something?

This is Jenny but John can you put the link to the slides into the chat so everyone can just click to it?

Yes.

That basically helps me.

Since we've had several people ask I wanted to go ahead and direct everyone to how they can locate the document onto the website as well. On yourtickettowork.ssa.gov under the information center at the top, on the left hand side you will see a link that says resource documents. Under the third header we have services and supports and for that you are going to see 2 items listed, services and supports training and frequently asked questions. The training PowerPoint is saved online as well as the frequently asked questions document. I will be posting a link right now into the chat.

There are no further questions on the phone lines.

I have a series of questions in the chat that I will read.

How will we know who our program integrity specialist is?

If you don't already have a relationship or have met them, you can email yourtickettowork.ssa.gov and we will certainly introduce you.-- You can email programintegrity@yourtickettowork.ssa.gov .

Our next question comes from Melissa who has two questions. Please define active contact.

Active contact would be that you are actively working with ticketholders and meeting those mandatory contact timelines. If you are an initial support it would be monthly, and if it is ongoing support it would be quarterly.

That's at a minimum. It can be more if you would like it to be more.

Her next question is we often put ticketholders through short-term training to help prepare them for work and to obtain industry recognized credentials. Do we need to maintain monthly contact during when they are in training?

While who is in training?

The ticketholders. They are putting ticketholders through a short-term training program.

I get it. Absolutely yes.

Our next question comes from Peter who asks what is the definition of a personalized email?

That would be an email sent directly to that ticketholder addressing that person with whatever personal relationship you have with them. Everybody's IWP is different but that should be an ongoing relationship that you have. It should not be a general blast like deer ticketholder with a stock email you are sending to everybody.

We have 2 questions. Her first is can we put accommodations in place when ticketholders have medical issues that interact-- interrupt work and job search? For example if they are suspending for surgery can we document that we are suspending for 90 days while they recover?

You need to document that, that is fine.

You can put a ticket in suspense.

I want to warn you that when a ticket is in suspense, that ticketholder may be subject to a medical CDR as well.

If they have a process where they are clearly documenting it and where they have something in their system that enables them to check after a certain period of time, that should be okay without putting it in suspense.

That's fine, they just mentioned suspense so I said that. I think the key is clearly documenting it.

She has a second question. When working with the beneficiary that is in a long-term education program their experience has been that they do not want much contact until they are close to completing the program and looking for a job. She wants to know if there is any way around the monthly contact for those individuals.

There is not. At any point someone could drop out of school, things can change, but you do need to have the constant contact with the ticketholder at that point.

The next question comes from Dan who asks for a IWP review, what is the business model?

It is the model that you applied for. For example, it does not have it in the TPT. You provide traditional services or you may be an employer or administrator-- administrative EN . That is allowable as long as that was in your business plan when you applied.

The next question is from Angela who asks if working with a beneficiary and they have decided not to go on to monthly benefits is a time to unassign based on they are not willing to go beyond a certain time?

I would advise on assigning the ticket. It means they have no intentions of working and therefore you are not going to make money as well. They are really in it to probably get the medical CDR. That's your choice. It's a choice program. The beneficiary and the EN can unassign the ticket and there does not have to be a reason.

Our last question comes from Jill who asks timely progress of Dean's ticketholders need to be in full time credentialed education programs. Will short-term training impact to their progress?

Could you email the helpdesk and they will be able to answer that for you?

We had one final question that popped up from Nancy who asks just to clarify, we need to include the business model like a brochure of services offered.

This is Jenny. We are actually just looking for the business model that you are operating under for that particular ticketholder. If you go online you will be able to find form 1370 which is the IWP template which has the box for you to fill out.

Let me just add to what she is saying. For some people this may seem tedious but there's a good reason for it. Certain ENs operate under different models so you may be what -- you maybe 143 ticketholders and the rest you are providing traditional services for. We need to know who you are an employer for because those are treated differently.

That is in your TPA.

John went ahead and put a link to the approved template so you can use that.

We have an additional question on the phone lines. May I proceed?

This comes from the line of Pamela.

Your line is fully interactive.

You have answered my question so I apologize if I did not take that away.

There are no further questions. Please continue.

There are no further questions on the chat.

I was going to check if we had any more and apparently no more questions. This training will be available for development, send an email if you'd like and it will also be available online for your reference. Thank you everyone for your participation and I wish you a great rest of the day.

This concludes today's call. Thank you for your participation. You may now disconnect your lines.

[event concluded]