TODAY IS FEBRUARY 10, 2016. PLEASE STAND BY. YOUR EVENT WILL BEGIN SHORTLY.
>> LADIES AND GENTLEMEN THANK YOU FOR STANDING BY. WELCOME TO THE ANNUAL PERFORMANCE OUTCOME REPORT WEBINAR. DURING THE PRESENTATION ALL PARTICIPANTS WILL BE IN A "LISTEN-ONLY" MODE.
AFTERWARDS WE WILL CONDUCT A QUESTION AND ANSWER SESSION. AT THAT TIME IF YOU HAVE A QUESTION PLEASE PRESS STAR FOLLOWED BY THE NUMBER ONE ON YOUR TELEPHONE KEYPAD. IF YOU NEED TO REACH AN
OPERATOR AT ANY TIME PLEASE PRESS STAR ZERO. AS A REMINDER THIS CONFERENCE IS BEING RECORDED WEDNESDAY FEBRUARY 10, 2016. I WOULD NOW LIKE TO TURN THE CONFERENCE OVER TO ADELLE BARR. PLEASE GO AHEAD.
>> THANK YOU. HELLO AND WELCOME TO THE ANNUAL PERFORMANCE OUTCOME REPORT WEBINAR. DURING OUR TIME TOGETHER TODAY WE WILL EXPLORE HOW TO SUCCESSFULLY COMPLETE THE ANNUAL PERFORMANCE OUTCOME REPORT ALSO REFERRED TO AS THE APOR AND THIS WILL BE FOR THE PERIOD OF JANUARY 1, 2015 THROUGH DECEMBER 31, 2015 AS OUR OPERATOR MENTIONED I'M ADELLE BARR AND I WILL BE LEADING TODAY'S SESSION. THANK YOU AGAIN FOR JOINING US. THEY CONCLUSION OF THIS TRAINING YOU WILL BE ABLE TO RECOGNIZE YOUR RESPONSIBILITIES REGARDING THE APOR. ACCURATELY AND COMPLETELY ANSWER EACH QUESTION ON THE REPORT BEFORE SUBMITTING IT AND COMPLETE THE QUESTIONNAIRE USING SURVEYMONKEY. SO THESE WILL BE OUR GOALS AND OBJECTIVES FOR TODAY'S SESSION. EVERY EN IS REQUIRED TO PROVIDE INFORMATION EACH YEAR TO THE TICKET PROGRAM MANAGER TPM ON OUTCOMES ACHIEVED WITH RESPECT TO SERVICES AND OFFERED BENEFICIARIES. SOME INFORMATION PROVIDED IN THE ANNUAL PERFORMANCE OUTCOME REPORT IS USED ALONG WITH BENEFICIARY SATISFACTION TODAY TO POPULATE THE EN REPORT CARD.
COMPLETING AND RETURNING THE APOR TO THE TPM IS MANDATORY FOR EVERY EN AND AS PER THE EN RFQ PART III SECTION 10D AN EN SHALL PROVIDE TO THE TPM ON NO LESS THAN AN ANNUAL BASIS IN A FORMAT SUBSCRIBED BY THE SECURITYSOCIAL ADMINISTRATION, HENCE HERE WE HAVE THE APOR. THE APOR WILL BE SENT OUT TO ENS LATER TODAY. YOU WILL HAVE 30 DAYS TO COMPLETE IT AND SUBMIT TO THE TPM BY MARCH 11, 2016. YOUR EN MUST ONLY SUBMIT ONE APOR. THE TPM WILL BE SENDING OUT REMINDERS EACH MONDAY UNTIL THE SUBMISSION DEADLINE SO IF YOU KNOW THAT YOU HAVE COMPLETED AND SUBMITTED THE REPORT YOU WOULD WANT TO OF COURSE DISREGARD THE WEEKLY E-MAILS. IT IS IMPERATIVE THAT YOUR AGENCY'S APOR IS COMPLETED IN A TIMELY MANNER AND FAILURE TO DO SO WILL CONSTITUTE A VIOLATION OF YOUR ENS BPA AND COULD RESULT IN THE SOCIAL SECURITY ADMINISTRATION LIMITING YOUR AGENCY'S ABILITY TO ASSIGN TICKETS AND TO RECEIVE PAYMENTS. NOW FOLLOWING THIS TRAINING YOU WILL RECEIVE AN EMAIL FROM SSA EN APOR AT YOURTICKETTOWORK.COM. THIS EMAIL WILL INDICATE THAT YOU NEED TO BEGIN THE SURVEY WHICH IS THE APOR QUESTIONNAIRE AND YOU WOULD WANT TO REVIEW THE QUESTIONS INCLUDED IN THE APOR AND THE QUESTIONS WILL BE AVAILABLE IN THE RESOURCE DOCUMENTS UNDER INFORMATION CENTER ON OUR WEBSITE YOURTICKETTOWORK.COM. ADDITIONALLY YOU MAY WANT TO MAKE SURE YOU'RE CHECKING YOUR SPAM IF BY THE END OF THE DAY YOU HAVEN'T RECEIVED THE EMAIL BECAUSE SOMETIMES THEY HAVE A TENDENCY TO SLIP IN THERE. SO YOU SHOULD BE CHECKING YOUR SPAM
AS WELL. NOW WHEN YOU FIRST OPEN THE APOR THIS IS THE FIRST PAGE THAT YOU WILL SEE. THE INTRO PAGE INCLUDES INSTRUCTIONS FOR COMPLETING THE APOR AND WE WILL REVIEW THESE INSTRUCTIONS NOW. NUMBER ONE, REVIEW THE RESOURCES FOR YOUR ASSISTANTS AT THE WW.YOURTICKETTOWORK.COM WEBSITE. GO OVER TO INFORMATION CENTER THEN TO RESOURCE DOCUMENTS. NUMBER TWO, REVIEW THE 35 APOR QUESTIONS. IT IS HIGHLY RECOMMENDED THAT YOU REVIEW THE QUESTIONS POSTED TO OUR WEBSITE PRIOR TO COMPLETING THE ACTUAL APOR. NUMBER THREE WHAT YOU WANT TO DO IS PREPARE YOUR RESPONSES. PREPARING YOUR RESPONSES AFTER YOU REVIEW THE APOR QUESTIONS AND PRIOR TO ENTERING THE ACTUAL APOR QUESTIONNAIRE WILL ALLOW YOU TO RESEARCH AND GATHER THE DATA NEEDED TO EASILY ANSWER THE QUESTIONS ON THE APOR. NUMBER FOUR, COMPLETE THE APOR. ONCE YOU HAVE PREPARED YOUR RESPONSES ENTER THE APOR AS PROVIDED BY THE TPM VIA SURVEYMONKEY AND SUBMIT YOUR RESPONSES. NUMBER FIVE. SUBMIT YOUR RESPONSES.
EACH EN IS ALLOWED TO COMPLETE ONE RESPONSE. USE THE FREQUENTLY ASKED QUESTIONS TO ASSIST YOU AS YOU COMPLETE THE APOR. NOW IF YOU HAVE QUESTIONS YOU WOULD WANT TO EMAIL SSA EN APOR AT YOURTICKETTOWORK.COM WITH THE SUBJECT LINE APOR ASSISTANCE. AGAIN YOU WOULD WANT TO SEND AN EMAIL IF YOU HAVE ANY QUESTIONS ABOUT THE APOR TO SSAENAPOR@YOURTICKETTOWORK.COM. BE SURE TO PLEASE USE THE SUBJECT LINE APOR ASSISTANCE SO WE CAN ATTEND TO THAT QUICKLY.
NOW THE 35 QUESTIONS INCLUDED ON THE APOR ARE CATEGORIZED INTO FOUR SECTIONS. THERE'S A GENERAL QUESTION SECTION, THE STAFFING QUESTIONS SECTION, TICKET CLIENT RELATED SECTION AND THE FOURTH SECTION EN SERVICE RELATED QUESTIONS. SO AGAIN THE APOR HAS 35 QUESTIONS AND THOSE QUESTIONS WILL FALL UNDER FOUR CATEGORIES AS WE'VE JUST REVIEWED. NOW THERE ARE 11 GENERAL QUESTIONS. THESE QUESTIONS SEEK INFORMATION RELATING TO TICKET REQUIREMENTS FOR AN EMPLOYMENT NETWORK AND THE EN BUSINESS MODEL IS REQUESTED. WHAT WE HAVE FOUND IN THE PAST FROM PREVIOUS RESPONSES THERE'S SOME CONFUSION BY THE TERM BUSINESS MODEL AND OR HOW TO PROMPTLY RESPOND TO THE QUESTION. SO FOR THAT WE HAVE A FEW DIFFERENT MODELS. WE HAVE A TRADITIONAL EN AND WITH THIS EN THIS PROVIDES EMPLOYMENT SERVICES AND OTHER SUPPORT SERVICES DIRECTLY TO THE TICKET HOLDER SO THAT USUALLY WILL BE MOST OF US BUT WE ALSO HAVE CONSUMER DIRECTED SERVICES ENS AND THIS PARTICULAR EN REIMBURSES THE TICKET HOLDER FOR SERVICES PURCHASED BY THE BENEFICIARY. THERE'S ALSO AN EMPLOYER EN AND THIS IS AN EN THAT PRIMARILY EMPLOYS TICKET HOLDERS FOR WHOM IT HAS ASSIGNED TICKETS. AND THE LAST MODEL HERE IS THE ADMINISTRATIVE EN.
ENS THAT SERVE AS THE EN OF RECORD FOR A NETWORK OF SERVICE PROVIDERS WHO COMBINE THEIR R RESOURCES TO PROVIDE SERVICES TO TICKET HOLDERS. SO THESE ARE THE FOUR DIFFERENT ONES THAT WE HAVE. NOW IN ADDITION TO THE
BUSINESS MODEL THERE ARE ALSO QUESTIONS RELATING TO LIABILITY INSURANCE. SUITABILITY AWARD MANAGEMENT REGISTRATION OR SAM.
THERE ARE NINE STAFFING QUESTIONS. THESE QUESTIONS SEEK INFORMATION RELATING TO THE STAFFING AT THE EN, NUMBER OF STAFF AND TICKETS WITH SSA SECURITY AWARENESS TRAINING. SO THIS SECTION OF COURSE HAS TO DO WITH ALL OF YOUR STAFF. THEN THERE ARE FIVE TICKET CLIENT RELATED QUESTIONS WHICH SEEK INFORMATION REGARDING THE TICKET CLIENTS THAT THE EN SERVES. FOR EXAMPLE INFORMATION REGARDING THE NUMBER OF TICKET HOLDERS WORKING FULL-TIME OR AVERAGE WAGE AND EMPLOYMENT TRAINING ARE SUBJECTS OF SOME OF THE QUESTIONS. SO AGAIN THOSE ARE FOR TICKET CLIENT RELATED QUESTIONS. NOW FOR THE EN SERVICE RELATED QUESTIONS THERE ARE TEN. THESE QUESTIONS WILL SEEK INFORMATION REGARDING SERVICES PROVIDED BY YOU THE EN TO THE BENEFICIARIES AT ALL EN LOCATIONS. NOW YOU WOULD WANT TO CLICK THE DONE BUTTON TO SUBMIT THE APOR TO PPN. PRIOR TO HITTING DONE BE SURE YOU HAVE PRINTED EACH INDIVIDUAL PAGE TO OBTAIN A RECORD OF YOUR RESPONSES. YOU CAN CLICK THE PREVIOUS BUTTON TO GO BACK WITHOUT LOSING ANY OF YOUR ANSWERS. AND REMEMBER THIS NEEDS TO BE SUBMITTED BY MARCH 11 TO REMAIN IN COMPLIANCE. NOW WE DID INDICATE THERE'S RESOURCES ON-LINE SO IF YOU VISIT THE RESOURCE DOCUMENTS PAGE UNDER THE INFORMATION CENTER TO ACCESS THE APOR QUESTIONS, ALSO THE FAQS AND TODAY'S POWERPOINT. WELL NOW WE CAN GO AHEAD AND OPEN THE LINES FOR ANY QUESTIONS THAT YOU MAY HAVE.
>> IF YOU WOULD LIKE TO ASK AN AUDIO QUESTION YOU MAY DO SO BY PRESSING STAR THEN THE NUMBER ONE ON YOUR TELEPHONE KEYPAD.
AGAIN THAT'S STAR ONE. AND OUR FIRST QUESTION COMES FROM THE LINE OF LARRY BROWN.
>> HI.
>> OKAY. GREAT. IN TICKET CLIENT RELATED QUESTIONS 21 THROUGH 24 I REALIZE THE REPORT IS FROM JANUARY 1, 2015 TO THE END OF THE YEAR 2015. BUT DO THOSE NUMBERS REFLECT OUR TOTAL CASELOAD, THOSE PEOPLE WE HAD PRIOR TO THE BEGINNING OF THE YEAR WHO RECEIVED CERTAIN SERVICE LIKE THE PERSON THAT WASN'T WORKING IN 2014 GOT PLACED IN 2015? OR DO WE JUST REFLECT PEOPLE THAT WE ENROLLED IN 2015 AND SERVICED IN 2015?
>> NO YOU PROVIDE THE INFORMATION FOR YOUR FULL CASELOAD AS OF THOSE DATES.
LIKE FROM JANUARY 1 TO DECEMBER 31 ALL OF YOUR CLIENTS AT THAT POINT THAT YOU'RE SERVICING.
>> OKAY. SO IT WOULD BE CARRY-OVER CLIENTS FROM THE PAST AS WELL AS NEW CLIENTS IN THE YEAR?
>> THAT IS CORRECT. WHAT WAS YOUR NAME AGAIN? I'M SORRY I MISSED THAT.
>> MY NAME IS LARRY BROWN.
>> IT WOULD BE ALL YOUR TICKET HOLDERS THAT YOU'RE SERVICING.
>> OKAY THANK YOU.
>> AND OUR NEXT QUESTION COMES FROM THE LINE OF CHEREL.
>> HI.
>> GOOD MORNING LADIES HOW ARE YOU?
>> GOOD MORNING. GREAT.
>> UM, I AM A NEW EN AND I'M CURRENTLY GOING THROUGH THE SUITABILITY PROCESS SO MY AGENCY HAS NOT STARTED SERVICING CONSUMERS. SO WOULD I STILL HAVE TO TURN IN THE REPORT?
>> THANK YOU FOR THE QUESTION CHERELLE. IF YOU YOURSELF ARE STILL GOING THROUGH SUITABILITY HAS YOUR AGENCY GONE THROUGH SUITABILITY? ARE YOU APPROVED STATUS RIGHT NOW?
>> NO MY WHOLE AGENCY AND MYSELF ARE GOING THROUGH SUITABILITY.
WE JUST GOT OUR CONTRACT.
>> OKAY MORE THAN LIKELY YOU MAY NOT RECEIVE IT BECAUSE OFTHE STATUS NOT MOVED FROM HOLD TO APPROVED JUST YET. SO THAT WOULDN'T APPLY TO YOU.
>> SO I DO NOT HAVE TO DO THIS?
>> NO MA'AM.
>> OKAY. ALL RIGHT. THAT'S WHAT I WANTED TO KNOW. THANK YOU.
>> YES. AND WELCOME.
>> THANK YOU.
>> WE LOOK FORWARD TO NEXT YEAR'S SUBMISSION.
>> OKAY HI THIS IS LAWANDA HAWKINS THE DEPUTY PROJECT DIRECTOR AND THERE'S A QUESTION IN THE CHAT THEAND QUESTION IIS - CAN YOU READ IT FOR ME JENNI.
>> QUESTION NUMBER 12. DO YOU NEED HOW MANY FULL-TIME STAFF MEMBERS YOU HAVE WORKING ON TICKET TO WORK EVEN IF THAT WORK IS NOT 100 PERCENT OF THEIR DUTIES OR HOW MANY STAFF MEMBERS DO YOU HAVE WORKING FULL-TIME ON TO WORKTICKET. THEY ARE NOT THE SAME?
>> YES WE WANT TOKNOW HOW MANY FULL-TIME STAFF MEMBERS YOU HAVE WORKING ON TICKET TO WORK. SO THAT MEANS THAT IF YOU HAVE 24 STAFF MEMBERS AND 12 OF THOSE STAFF MEMBERS ARE FULL-TIME THEN
WE WANT TO HAVE 12. IF THE OTHERS ARE PART-TIME THEN WE WANT THAT OTHER NUMBER. WE WANT FULL-TIME STAFF MEMBERS THEN WE WANT YOUR PART-TIME STAFF MEMBERS. IF YOU CONSIDER THEM FULL-TIME EVEN THOUGH THEIR DUTIES ARE SPLIT THEN WE STILL CONSIDER THEM FULL-TIME TICKET TO WORK EMPLOYEES. AND IF THEY ARE PART-TIME THEY ONLY WORK LESS THAN 30 HOURS A WEEK OR 32 HOURS A WEEK OR HOWEVER YOU WORK IT AT YOUR FACILITY OR AGENCY THEN THOSE WOULD BE WHAT WE CONSIDER YOUR PART-TIME EMPLOYEES.
>> NEXT QUESTION.
>> AND OUR NEXT QUESTION COMES FROM THE LINE OF ADRIENE.
>> HI I HAD A QUESTION ABOUT THE MODELS ALLOWED ON THE BUSINESS MODELS. ARE YOU ALLOWED TO SELECT MORE THAN ONE OF THOSE OR SHOULD YOU SELECT THE ONE THAT BEST FITS?
>> YOU RECALL WHAT YOU ENTERED IN YOUR BPA?
>> I DON'T BECAUSE I'M RELEVANT TELEPHONE NEW TO THIS COMPANY.
>> OKAY. SO IF YOU REFER TO THE BPA THAT WOULD BE THE ANSWER. . I BELIEVE WE ONLY ACCEPT ONE.
>> OKAY.
>> DEFINITELY REFER TO YOUR BPA IF YOU'RE NOT SURE BECAUSE THAT WILL DEFINITELY GIVE YOU YOUR IMMEDIATE RESPONSE.
>> ALL RIGHT THANK YOU.
>> AND OUR NEXT QUESTION COMES FROM THE LINE OF WALFERT CAMPBELL.
>> HI GOOD MORNING. I THINK OUR QUESTION WAS ANSWERED. WE COMPLETED THE SUITABILITY AND WE WANTED TO FIND OUT ALSO IF WE NEEDED TO COMPLETE THIS PROCESS AS WELL.
>> YEP IF -- SO IF YOU HAVE NOT COMPLETED SUITABILITY PROCESS YOU'RE NOT CONSIDERED AN ACTIVE EN SO YOU WILL NOT RECEIVE THE LINK FOR THE APOR.
>> OKAY.
>> SO AGAIN IF YOU HAVE NOT COMPLETED THE SUITABILITY PROCESS THAT MEANS YOU ARE NOT ACTUALLY ASSIGNING TICKETS OR WORKING THE PROGRAM SO YOU WILL NOT RECEIVE THE APOR. BUT IF YOU HAVE FINISHED THE SUITABILITY PROCESS AND ARE NOW CONSIDERED AN ACTIVE EN YOU WILL RECEIVE THE SUITABILITY PROCESS IF YOU COMPLETED THAT IN 2015. >> OKAY. WELL WE HAVE -- I MEAN WE'VE SENT ALL OUR DOCUMENTS IN BUT ONE OF HER EMPLOYEES HAS BEEN APPROVED.
>> ONE OF YOUR EMPLOYEES HAS BEEN APPROVED?
>> YEAH.
>> SO YOU MAY BE CONSIDERED AN ACTIVE EN. IF YOU RECEIVE A LINK AND THE APOR BEING A NEW EN WE ASK THAT YOU ANSWER THE QUESTIONS YOU CAN ANSWER. WE UNDERSTAND YOU NOTMAY HAVE A LOT OF TICKET HOLDERS OR CLIENTS BUT YOU ARE EXPECTED TO ANSWER OR RESPOND TO THE QUESTIONS THAT YOU CAN PROVIDE RESPONSES TO.
THEN WHEN WE LOOK AT THE EN PROFILE WE POST YOUR EN PROFILE ON THE WEBSITE.
>> OKAY.
>> OKAY?
>> ALL RIGHT THANK YOU VERY MUCH.
>> A GOOD FOLLOW UP TO THAT. IF YOU RECEIVE THE LINK YES YOU WILL COMPLETE THE APOR. IF YOU DO NOT RECEIVE THE LINK THAT WOULD THEN INDICATE AS LAWANDA MENTIONED YOU'RE NOT CONSIDERED AN ACTIVE EN AT THE MOMENT. WE LOOK FORWARD TO GOING FORWARD.
HOWEVER IF YOU RECEIVE THE LINK YOU'LL KNOW YOU MUST COMPLETE THAT. THANK YOU. NEXT QUESTION COMES FROM WHO?
>> ALISE.
>> HI.
>> HOW ARE YOU ALL DOING TODAY.
>> GOOD. GOOD MORNING.
>> GOOD MORNING. THANK YOU FOR HAVING THIS LITTLE TRAINING.
ALTHOUGH -- I DID THIS LAST YEAR BUT NOW I'M WONDERING HOW I ACTUALLY DID IT. BUT JUST A COUPLE QUESTIONS. ON NUMBER 21 DO WE ROUND UP FOR THAT? LIKE I'VE GOT 8.9. YOU WANT ME TO ROUND UP TO NINE?
>> YES PLEASE.
>> OKAY MY SECOND QUESTION IS JUST TO CLARIFY THEY'VE HAD A JOB SINCE 2014 DO YOU WANT ME TO COUNT ALL THE MONTHS OF THEIR WORK OR JUST THE 12 MONTHS OF 2015? DOES THAT MAKE SENSE?
>> YEAH, GOOD QUESTION. I WOULD SAY ALL THE MONTHS THEY WORKED.
>> ALL THE MONTHS THEY WORKED BECAUSE IT GOES BACK TO A CLIENT YOU'VE BEEN SERVICING, YOU KNOW, PRIOR TO 2015 WE STILL WANT THAT NUMBER. SO YES.
>> OKAY SO ALL MONTHS OF WORK.
AND THEN -- OKAY I HAD SENT AN EMAIL AND I KIND OF GOT A RESPONSE BUT MY QUESTION IS IF THEY HAVE MORE THAN ONE JOB -- LIKE A LOT OF MY PEOPLE WORK THREE, FOUR JOBS IN A YEAR. IN DECEMBER DO YOU WANT THE JOB THEY ARE CURRENTLY ON IN DECEMBER OR DO YOU WANT ME TO COUNT ALL THE MONTHS THEY WORKED IN 2015? HOW DO WE DO THAT?
>> THE QUESTION IS TO MAKE SURE I UNDERSTAND THE QUESTION IT SOUNDS LIKE THERE'S AN INDIVIDUAL THAT -- NOT THAT THEY HAVE MULTIPLE JOBS AT THE SAME TIME BUT MULTIPLE JOBS THROUGHOUT THE YEAR AT DIFFERENT TIMES.
>> MANY OF MY PEOPLE HAVE THOSE.
UH-HUH.
>> SO THE QUESTION IS ASKING -- >> IF YOU'RE LOOKING AT LIKE NUMBER 21 OR 22 I'M NOT QUITE SURE HOW TO ANSWER THAT BECAUSE DO YOU WANT ME TO INCLUDE ALL THE JOBS IN THE GROSS WAGES FROM EACH JOB OR JUST THE GROSS WAGES FROM THE MOST CURRENT JOB?
>> MOST CURRENT JOB.
>> THAT'S IT, OKAY.
>> YES.
>> ALL RIGHT THANK YOU SO MUCH.
>> DO WE HAVE QUESTIONS IN THE CHAT?
>> THANK YOU ALISE.
>> WE THINK WE HAVE A FEW QUESTIONS IN THE CHAT SO WE'RE GOING TO ADDRESS THOSE QUESTIONS.
>> OKAY HERE'S ANOTHER ONE FROM SHERMAN.
>> HI SHERMAN.
>> SHERMAN SAYS WE WOULD VERY MUCH LIKE TO BE IN THE 503 DIRECTORY BUT THEY WILL NOT ACCEPT OUR LISTING BECAUSE OF OUR STATUS AS A NONPROFIT. HOW DO WE ANSWER THIS QUESTION?
>> THAT QUESTION PERTAINS TO QUESTION NUMBER?
>> EIGHT.
>> SO QUESTION NUMBER EIGHT IS HAVE YOU REGISTERED WITH THE OFFICE OF FEDERAL CONTRACT COMPLIANCE PROGRAMS 503 DIRECTORY. SO SHERMAN YOUR ANSWER TO THAT QUESTION WOULD BE NO. OKAY?
>> OKAY HERE'S ANOTHER QUESTION FROM KAREN REGARDING QUESTION NUMBER 15. >> HI KAREN.
>> CAN YOU CLARIFY THE BENEFIT ADVISOR. WE REFER THE TICKET TO WORK -- [OFF MIC] -- BENEFIT COUNSELING SHOULD I COUNT HOW MANY WE HAVE ON STAFF ON-SITE BUT FOR THE TICKET TO WORK -- I'M NOT SURE WHAT THAT SAYS.
>> THAT QUESTION IS TALKING ABOUT SEWIC. WE'RE NOT REFERRING TO STAFF AT SSA.
OKAY?
>> KAREN IF THAT DOESN'T ANSWER YOUR QUESTION LET US KNOW.
>> DO WE HAVE ANYMORE QUESTIONS IN THE CHAT?
>> THERE'S A QUESTION FROM LHIN REGARDING QUESTION 21 ASKING THE NUMBER OF MONTHS BETWEEN WHEN THE TICKET WAS ASSIGNED RAN FIRST EMPLOYMENT. NOT THE TOTAL OF MONTHS OF WORK. CORRECT?
>> WHAT IS THE AVERAGE NUMBER OF MONTHS BETWEEN THE START OF SERVICES AND THE TICKET HOLDER OBTAINING EMPLOYMENT. QUESTION NUMBER 21. SO THE START OF SERVICES IS THE DATE THE TICKET WAS ASSIGNED.
>> CORRECT.
>> THAT WOULD BE YOUR START OF
SERVICES AND THE DATE THEY OBTAINED EMPLOYMENT IS THE FIRST DAY OF EMPLOYMENT. SO THAT IS WHAT WE'RE LOOKING FOR. DOES THAT ANSWER THE QUESTION?
>> YES THAT ANSWERS THE QUESTION.
>> IN FAQ WE HAVE AN ANSWER FOR QUESTION 20. >> IF YOU HAVE A QUESTION ABOUT 20, IF YOU GO TO THE FAQ THAT'S POSTED ON OUR TICKET TO WORK WEBSITE UNDER THE RESOURCES FOR APOR IT GIVES YOU SPECIFIC ANSWERS IN REGARDS TO HOW TO ANSWER THE QUESTIONS. SO JUST GO -- YOU CAN, YOU KNOW, IF YOU GO BACK LATER ONCE YOU GET THE APOR AND YOU'RE HAVING QUESTIONS AGAIN YOU CAN GO TO THE FAQ FIRST THEN IF YOU STILL HAVE QUESTIONS PLEASE FEEL FREE TO REACH OUT AND CONTACT US. WE'LL BE MORE THAN HAPPY TO HELP YOU.
>> DEFINITELY. ANY QUESTIONS IN CUE?
>> YES WE HAVE A QUESTION FROM THE LINE OF JESSICA PATENT.
>> HI JESSICA.
>> HI LADIES YOU ANSWERED MY QUESTION IT WAS REGARDING NUMBER 21. I JUST WANT TO VERIFY WE ASSIGN TICKETS WE'RE AN EN THAT WORKS WITH VR SO WE ONLY ASSIGN TICKETS AFTER 90 DAYS SUCCESSFUL CASE CLOSURE SO THEY'RE ALWAYS WORKING SO WE WOULD PUT ZERO?
>> YES.
>> PERFECT. THANK YOU.
>> AND WE HAVE A QUESTION FROM THE LINE OF PATRICK.
>> HI PATRICK.
>> HI. THANK YOU FOR YOUR TIME TODAY. MY QUESTION RELATES TO BENEFICIARIES THAT ARE CHARACTERISTIC OF ALL ENS I IMAGINE WHO WE HAVE ASSISTED AND THEY'VE GOTTEN AND SECURED EMPLOYMENT AND HAVE BEEN EMPLOYED AND HAVE BEEN FOR 18 MONTHS. UNFORTUNATELY AFTER WE GIVE THEM THEIR JOBS THEY DON'T GIVE YOU NOTICE, PAY STUBS OR THANK YOU. THEY TAKE OFF AND WORK. WE KNOW THEY'RE OVER TRIAL LEVEL AND WE DON'T KNOW WHAT THEIR EXACT EARNINGS ARE.
WHAT WOULD WE DO IN A SITUATION LIKE THAT? WE HAVE THREE OF THEM.
>> I WOULD SAY YOU WANT TO MAKE YOUR BEST ESTIMATE WITH THAT.
CONSIDERING THE FIELD AND THE AREA THAT'S DEFINITELY JUST MAKE YOUR BEST GUESS WITH THAT.
>> OKAY. THANK YOU FOR THAT.
>> NO PROBLEM.
>> WHO ASKED THAT?
>> PATRICK.
>> PATRICK CAN YOU GIVE US YOUR CONTACT INFORMATION? I WOULD LIKE TO FOLLOW UP ON THAT QUESTION. IF YOU CAN TYPE IT INTO THE CHAT IF YOU'VE ALREADY DISCONNECTED FROM THE QUESTION.
>> WE HAVE A GENERAL QUESTION FROM ERICA. IF I'M IN THE PROCESS OF TRAINING NEW EMPLOYEES WITHIN THE PAST WEEK AND THE PERSON HAS NOT GONE THROUGH SUITABILITY DO I INCLUDE THEM IN THE HEAD COUNT?
>> IF I'M IN THE PROCESS OF TRAINING NEW EMPLOYEES WITHIN THE PAST WEEK AND THE PERSON HAS NOT GONE THROUGH SUITABILITY DO I INCLUDE THEM IN THE HEAD COUNT?
>> SURE. YOU'VE ALREADY HIRED THEM AND YOU CONSIDER THEM AN EMPLOYEE SO I WOULD CONSIDER -- I WOULD PUT THEM IN YOUR HEAD COUNT EVEN IF THEY HAVE NOT PASSED SUITABILITY. SO YES.
>> THANK YOU FOR THAT QUESTION.
>> AND WE HAVE ANOTHER QUESTION FROM THE LINE OF JUDY ANDERSON.
>> HI JUDY.
>> HI. KIND OF A FOLLOW UP ON SHERMAN'S QUESTION REGARDING PART-TIME STAFF. IT'S KIND OF A TWO PARTER. WE HAVE SOME PART-TIME STAFF LIKE WE HAVE ONE ADMINISTRATIVE PERSON WHO IS EXTREMELY PART-TIME. AND SO THE QUESTION IS WOULD WE COUNT THEM?
THEN THE OTHER QUESTION IS WE'VE HAD A LOT OF PEOPLE GO THROUGH THE CLEARANCE BECAUSE LIKE OUR IT DEPARTMENT WE HAVE THREE INDIVIDUALS WE PUT THEM ALL THROUGH SECURITY CLEARANCE BECAUSE EVEN THOUGH THEY DON'T ON A REGULAR BASIS DO TICKET WORK THEY COULD ACCESS THE INFORMATION AT ANY POINT WHILE THEY WERE DOING OTHER STUFF.
SHOULD I BE INCLUDING THEM TOO?
>> I WOULD NOT INCLUDE YOUR IT BUT I WOULD INCLUDE THE PART-TIME ADMINISTRATIVE PERSON.
>> OKAY GREAT. THANK YOU.
>> EVEN THOUGH YOU PUT THEM THROUGH SUITABILITY THAT'S GREAT BECAUSE WHAT THAT DOES IS ENSURE YOU ARE IN COMPLIANCE WHEN IT COMES TO PII. SO THAT'S AN AWESOME EFFECTIVE PRACTICE BUT AS FAR AS YOUR COUNT FOR THE APOR I WOULD NOT COUNT YOUR IT PEOPLE.
>> THANK YOU.
>> UH-HUH.
>> WE HAVE A QUESTION FROM THE LINE OF MELANIE.
>> HI MELANIE.
>> HI. I HAVE A QUESTION IN REGARD TO SUITABILITY CLEARANCE.
I HAVE A STAFF MEMBER WHO HAS FULL CLEARANCE AND WAS ACCESSING THE PORTAL AND ALL THOSE KINDS OF THINGS. SHE HAS SINCE LEFT.
I HAVE A NEW EMPLOYEE WHO NEEDS CLEARANCE AND I MYSELF AM IN THE PROCESS OF SUITABILITY CLEARANCE. I'VE SENT IN MY FINGERPRINTS BUT I DID NOT FINISH THE DOCUMENTATION AND I REACHED OUT TO MAXIMUS TO SEE IF THEY COULD LET ME KNOW EXACTLY WHERE I GO FROM HERE AND I HAVEN'T HEARD BACK.
>> YOU NEED TO REACH OUT TO THE ENSB AT SOCIAL SECURITY FOR SUITABILITY QUESTIONS AND CONCERNS AND HOW TO GO THROUGH THAT PROCESS. THEY HAVE STAFF SPECIFICALLY THERE TO HELP YOU THROUGH THE SUITABILITY PROCESS.
SO YOU WOULD NEED TO EMAIL EN SERVICE@SSA.GOV AND THEY WILL GET RIGHT BACK TO YOU IN REGARDS TO YOUR SUITABILITY. BE SURE YOU INCLUDE YOUR DUNS NUMBER AND YOUR QUESTION AND THEY WILL RESPOND ABOUT HOW TO GET THE SUITABILITY PROCESS COMPLETED AND WHAT YOU NEED TO DO.
>> VERY GOOD. THANK YOU.
>> UH-HUH.
>> AND WE HAVE A FOLLOW UP QUESTION FROM THE LINE OF LARRY BROWN.
>> QUESTION NUMBER SIX PARTNERSHIP PLUS. IN THE STATE OF MISSOURI VOC REHAB AS DECIDED NOT TO HAVE WRITTEN AGREEMENTS THAT WE HAVE AN EXCELLENT WORKING RELATIONSHIP WITH THE STATE AND THEY'VE BEEN HELPFUL TO US IN MANY INSTANCES. HOW SHOULD WE ANSWER THAT QUESTION?
IS IT A YES/NO QUESTION OR CAN WE EMBELLISH OUR ANSWER?
>> IT'S A YES/NO QUESTION LARRY.
>> IT'S WONDERFUL YOU HAVE THAT RAPPORT WITH YOUR VR BUT FOR THE SAKE OF THE QUESTION YOU WANT TO ENTER NO.
>> OKAY THANK YOU.
>> THEY SPECIFICALLY WANT TO KNOW THE NUMBER OF WRITTEN PARTNERSHIPS.
>> OKAY.
>> AND THERE ARE NO FURTHER AUDIO QUESTIONS.
>> WE HAVE ANY QUESTIONS IN THE CHAT?
>> IT LOOKS LIKE NOTHING. IF YOU NEED A QUESTION ANSWERED PLEASE GO AHEAD AND ASK.
>> WE WOULD LIKE TO REMIND YOU WE DO HAVE PERSONNEL WHO ARE AVAILABLE DURING THE DAY TO ANSWER ANY QUESTIONS YOU HAVE ABOUT THE APOR. IF YOU ARE NOT GETTING YOUR QUESTIONS ANSWERED FROM THE RESOURCES WE HAVE POSTED ON THE WEBSITE FEEL FREE TO EMAIL US AND WE'LL GET RIGHT BACK TO YOU WITH THE ANSWER TO YOUR QUESTION OR YOUR CONCERN.
>> HERE'S ONE I ACTUALLY MISSED.
SORRY. HE WOULD LIKE FURTHER DEFINITION OF 33 AND 34 WHICH ARE -- >> THIRTY-THREE DOES YOUR EN OFFER WORK INCENTIVES GUIDANCE.
>> WHAT SPECIFICALLY DOES GUIDANCE MEAN?
>> THIRTY-FOUR IS DOES YOUR EN OFFER TIMELY PROGRESS REVIEW GUIDANCE. GUIDANCE ACTUALLY MEANS ARE YOU REVIEWING WORK INCENTIVES WITH THE BENEFICIARY, ARE YOU REVIEWING PPR INFORMATION WITH YOUR BENEFICIARY. IF YOU'RE USING THE IWP THAT IS ON-LINE AND IF YOUR DISCUSSING FROM THE RFQ THEN YOU ARE ACTUALLY DISCUSSING THOSE THINGS AND PROVIDING GUIDANCE.
>> DOESN'T MEAN YOU HAVE TO HAVE SOMEONE ON STAFF. IT MEANS YOU ARE -- IF THE QUESTION COMES UP OR YOU'RE DISCUSSING IT AND YOU'RE MAKING YOUR BENEFICIARY AWARE OF WORK INCENTIVES AND WHERE TO GO IF THEY HAVE QUESTIONS OR CONCERNS ABOUT WORK INCENTIVES AND HOW THEY WORK.
ENZYME WITH TIMELY PROGRESS REVIEW. WHEN THEY RECEIVE THE PROGRESS REVIEWS YOU'RE INFORMING THEM ABOUT THEM AND HOW IT WORKS AND IF YOU'RE DOING THE PROCESS AND FOLLOWING ALONG THOSE THEN YOU ARE COVERING THIS.
>> ANY OTHER QUESTIONS?
>> KAREN HAS RECENTLY TAKEN OVER A PROGRAM FROM SOMEONE ELSE AND SHE'S NOT SURE ABOUT HER CASELOAD OR IF SHE HAS TO START ALL OVER AGAIN. DO YOU HAVE ANY INSIGHT FOR THAT?
>> KAREN NEEDS TO CALL US BECAUSE THAT'S A LOADED QUESTION. WE DON'T KNOW WHERE SHE S HI KAREN WE DON'T KNOW WHERE YOU ARE IN THE PROCESS SPECIFICALLY. SO IT DEPENDS ON HOW MUCH WORK YOU'VE DONE THUS FAR. SOUNDS LIKE YOU EITHER CALL YOUR ENSB, YOU PROBABLY SHOULD CALL ENSB AND TALK TO YOUR REPRESENTATIVE THERE OR EMAIL EN SERVICE AT SSA.GOV FIRST AND THEY WILL TALK TO YOU ABOUT WHERE YOU ARE IN THE PROCESS AND THEY WILL ASSESS WHETHER OR NOT YOU NEED MORE TRAINING AS FAR AS HOW THE START UP PROCESS GOES OR WHAT YOU DO KNOW AND WHAT YOU DON'T KNOW.
SO I WOULD HIGHLY RECOMMEND YOU CONTACT ENSB@SSA.GOV AND THEY WILL TALK YOU THROUGH WHERE YOU ARE IN THE PROCESS AND WHAT YOUR NEXT STEPS NEED TO BE.
>> THAT'S GREAT ADVICE.
>> WE HAVE ANYMORE QUESTIONS IN THE CHAT?
>> THAT LOOKS LIKE THAT'S IT.
>> OKAY I WANT TO PUT OUT ONE MORE REMINDER TO EVERYONE THAT'S ON THE CALL. WE WANT -- YOU WANT TO ENSURE THAT YOUR CONTACT INFORMATION FOR YOUR EN IS UP TO DATE FOR. APOR. THIS YEAR WE WILL NOT PLACE A LINK ON THE WEBSITE. YOU WILL RECEIVE THE LINK IN AN EMAIL. SO IF YOU DO NOT RECEIVE THE LINK IN AN EMAIL THEN THAT MEANS WE DON'T HAVE YOUR UP TO DATE CONTACT INFORMATION. SO YOU WANT TO BE SURE THAT IT'S UP TO DATE AND IT'S THE CORRECT PERSON BECAUSE THAT IS THE PERSON THAT WILL BE REPORTING THE APOR LINKS TO GET IT COMPLETED. AND IF YOU HAVE QUESTIONS AND CONCERNS AND DON'T RECEIVE IT BE SURE TO CONTACT US AT THE EMAIL ADDRESS RIGHT AWAY SO WE CAN ENSURE YOU GET THE APOR.
>> VERY GOOD. WELL LADIES AND GENTLEMEN AND LADIES IN THE ROOM THANK YOU FOR YOUR ASSISTANCE.
JUST A FEW MORE REMINDERS.
THANK YOU FOR JOINING US FOR THE APOR SESSION TODAY. BE SURE TO CHECK YOUR SPAM AND BE SURE TO REMEMBER TO PUT THAT DATE ON YOUR CALENDAR. YOU HAVE 30 DAYS WHICH 30 DAYS WILL BE MARCH 11 TO COMPLETE THE APOR. AND YOU WILL NOT RECEIVE IT RIGHT AFTER THIS. WE HAVE ANOTHER SESSION THIS AFTERNOON. SO BY LATER TODAY YOU SHOULD RECEIVE YOUR APOR LINK. SO EVERYONE HAVE A BEAUTIFUL DAY AND THANK YOU AGAIN FOR JOINING US.
>> THIS CONCLUDES TODAY'S WEBINAR. YOU MAY NOW DISCONNECT.