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| **Title:** APOR   **Start:** 1/25/2018 3:00 PM EST     |
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| * TODAY IS THURSDAY, 25 JANUARY, 2018. PLEASE REMAIN CONNECTED, YOUR WEBINAR IS SCHEDULED TO BEGIN IN APPROXIMATELY 22 MINUTES.
* .
* >> YOU ARE CURRENTLY ON HOLD FOR THE ANNUAL PERFORMANCE REPORT SEMINAR. AT THIS TIME WE ARE ASSEMBLING PARTICIPANTS AND PLAN TO BE UNDERWAY SHORTLY. THANK YOU FOR YOUR PATIENCE AND PLEASE REMAIN ON THE LINE.
* YOU ARE CURRENTLY ON HOLD FOR TODAY'S AN UEPL PERFORMANCE OUTCOME REPORT SEMINAR. AT THIS TIME WE ARE ASSEMBLING TODAY'S AUDIENCE AND PLAN TO BE STARTING SHORTLY. THANK YOU FOR YOUR PATIENCE AND MRAES REMAIN ON THE LINE.
* IS .
* >> PLEASE STAND BY, WE ARE ABOUT TO BEGIN. GOOD DAY AND WELCOME TO THE ANNUAL PERFORMANCE OUTCOME REPORT WEBINAR. TODAY'S CONFERENCE IS BEING REPORTED. AT THIS TIME I WOULD LIKE TO TURN IT OVER TO ADELLE BARR, PLEASE GO AHEAD.
* >> THANK YOU, MELISSA, HELLO AND WELCOME EVERYONE AND THANK YOU FOR JOINING US TODAY FOR THE ANNUAL PERFORMANCE OUTCOME REPORT WEBINAR. YES, THAT'S THAT TIME OF YEAR AGAIN.
* SO TODAY DURING OUR TIME TOGETHER WE WILL EXPLORE HOW TO SUCCESSFULLY COMPLETE THE APOR FOR THE PERIOD OF JANUARY 21, 2017 THROUGH DECEMBER 31, 2017. AGAIN, MY NAME IS ADELLE BARR AND I WILL BE LEADING TODAY'S SESSION. SO WE'LL GO ON TO THE NEXT SLIDE.
* SO WHAT ARE OUR OBJECTIVES FOR TODAY? AFTER COMPLETING THIS TRAINING YOU SHOULD BE ABLE TO RECOGNIZE YOUR RESPONSIBILITIES REGARDING THE APOR, YOU WILL BE ABLE TO ACCURATELY AND COMPLETELY ANSWER EACH QUESTION ON THE REPORT BEFORE SUBMITTING IT, YOU WILL BE ABLE TO COMPLETE THE QUESTIONNAIRE USING SURVEY MONKEY AND, FINALLY, WE'LL TALK ABOUT HOW YOU WILL BE ABLE TO COMPLETE THE SECURITY AWARENESS TRAINING.
* SO WE GO OVER TO THE APOR DEFINITION. EVERY EN IS REQUIRED TO PRESENT VIED INFORMATION EACH YEAR TO THE TICKET PROGRAM MANAGER ON OUTCOMES IT ACHIEVED WITH RESPECT TO SERVICES IT OFFERED TICKET HOLDERS. SOME INFORMATION PROVIDED IN THE APOR IS USED ALONG WITH BENEFICIARY SATISFACTION SURVEY DATA, TO POPULATE THE EN REPORT CARD.
* COMPLETING AND RETURNING THE APOR TO THE TPN IS MANDATORY FOR EVERY EN AND AS PER THE EN TPA PART 3 SECTION HD READ THE EN SHALL PROVIDE THE APOR TO THE TPN ON AN ANNUAL BASIS IN A FORMAT PRESCRIBED BY SOCIAL SECURITY. THE APOR SHALL PROVIDE INFORMATION ON OUTCOMES ACHIEVED BY THE EN WITH RESPECT TO SERVICES OFFERED BY THE EN TO BENEFICIARIES AS WELL AS INFORMATION RELATING TO TPA ADMINISTRATION.
* WE'LL GO OVER A LITTLE BIT OF THE FRAMEWORK HERE JUST SO THAT YOU KNOW AND YOU ARE AWARE THE APOR WILL BE EMAILED ON FRIDAY, JANUARY 26. THAT MEANS THAT YOU WILL HAVE 34 DAYS TO COMPLETE IT AND SUBMIT TO THE TPM BY FEBRUARY 28, 2018. AND YOUR EN MUST ONLY SUBMIT ONE APOR
* IF YOUR APOR IS SUBMITTED MULTIPLE TIMES, JUST KEEP IF MIND ONLY THE FIRST SUBMISSION WILL BE COUNTED. AND IF YOUR EN SUBMITS YOUR APOR IN ERROR OR BY MISTAKE, PLEASE SEND AN EMAIL TO SSAENAPOR @ YOUR TICKET TO WORK.SSA.GOV. I WILL REPEAT THAT ONE MORE TIME AND WE ARE GOING TO PUT THAT IN THE CHAT. THE EMAIL THAT YOU WANT TO SEND TO WILL BE SSAENAPOR @ YOUR TICKET TO WORK.SSA.GOV. AND YOU WILL WANT TO DO THIS SO TPN CAN DELETE YOUR SUBMISSION AND SEND A NEW SURVEY LINK. THE TPN WILL BE SENDING REMINDERS TO EN'S THAT HAVE NOT RESPONDED TO THE APOR EACH MONDAY UNTIL THE SUBMISSION DEADLINE. IF YOU FEEL YOU HAVE RECEIVED THE REMINDER IN ERROR, PLEASE SEND AN EMAIL TO THE APOR IN BOX.
* VERY IMPORTANT FOR YOU TO KNOW THAT IT IS IMPERATIVE THAT YOUR AGENCY'S APOR IS COMPLETED IN A TIMELY MANNER. FAILURE TO DO SO WILL CONSTITUTE A VIOLATION OF YOUR EN'S TPA, AND COULD RULTD IN THE SOCIAL SECURITY ADMINISTRATION LIMITING YOUR AGENCY'S ABILITY TO ASSIGN TICKETS AND RECEIVE PAYMENTS.
* I MENTIONED THAT ON FRIDAY, JANUARY 26, YOU ARE GOING TO RECEIVE AN EMAIL FROM SSAENAPOR @ YOUR TICKET TO WORK.SSA.GOV. THIS EMAIL WILL INDICATE THAT YOU NEED TO BEGIN SURVEY AND, WHICH IS THE APOR QUESTIONNAIRE. AND BEFORE CLICKING BEGIN SURVEY, WHAT YOU'D WANT TO DO IS YOU ACTUALLY WANT TO REVIEW THE QUESTIONS THAT ARE INCLUDED IN THE APOR AND THESE QUESTIONS ARE AVAILABLE FOR YOU IN THE RESOURCE DOCUMENTS UNDER THE INFORMATION CENTER.
* HERE WE HAVE SURVEY INSTRUCTIONS. 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 WHAT WE'LL DO IS TAKE A MOMENT RIGHT NOW AND REVIEW THESE INSTRUCTIONS NOW.
* SO THE FIRST ONE IS REVIEW THE RESOURCES FOR YOUR ASSISTANCE AT THE YOUR TICKET TO WORK.SSA.GOV WEB SITE.
* NO. 2, REVIEW THE 40APOR QUESTIONS. WE HIGHLY RECOMMEND YOU REVIEW THE APOR QUESTIONS POSTED TO THE YOUR TICKET TO WORK.SSA.GOV WEB SITE PRIOR TO COMPLETING THE ACTUAL APOR
* THIRD, YOU WANT BE TO PREPARE YOUR RESPONSES. PREPARING YOUR RESPONSES AFTER REVIEW OF THE APOR QUESTIONS AND PRIOR TO BEGINNING THE ACTUAL APOR QUESTIONNAIRE WILL ALLOW YOU TO RESEARCH AND GO AHEAD AND GATHER THE DATA YOU WILL NEED TO EASILY ANSWER THE QUESTIONS ON THE APOR
* 4, YOU WANT TO COMPLETE THE APOR ONCE YOU HAVE PREPARED YOUR RESPONSES TO THE APOR QUESTIONNAIRE AS PROVIDED BY THE TPN VIA SURVEY MONKEY AND REPORT YOUR RESPONSES.
* NO. 5, YOU WANT TO SUBMIT THOSE RESPONSES. AGAIN, EACH EN IS ALLOWED TO SUBMIT ONE COMPLETE RESPONSE. USE THE FREQUENTLY ASKED QUESTIONS TO ASSIST YOU AS YOU COMPLETE THE APOR
* NOW, IF YOU HAVE ANY QUESTIONS, AS I MENTIONED EARLIER, THE EMAIL SSAENAPOR @ YOUR TICKET TO WORK.SSA.GOV, WHEN YOU SEND AN EMAIL THERE YOU WANT TO IN YOUR SUBJECT LINE WRITE APOR ASSISTANCE. AGAIN, ANY QUESTIONS THAT YOU MAY HAVE, PLEASE DON'T HESITATE, GO AHEAD AND SEND AN EMAIL TO SSAENAPOR @ YOUR TICKET TO WORK.SSA.GOV, PUT THE SUBJECT LINE APOR ASSISTANCE.
* I MENTIONED TO YOU THAT THERE WERE 40 QUESTIONS INCLUDED ON THE APOR AND THOSE 40 QUESTIONS ARE BROKEN DOWN INTO 4 SECTIONS. WE HAVE GENERAL QUESTIONS, WE HAVE STAFFING QUESTIONS, THERE'S A SECTION FOR TICKET CLIENT RELATED QUESTIONS AND THERE'S ALSO AN EN SERVICE-RELATED QUESTION SECTION.
* NOW, UNDER THE GENERAL QUESTIONS SECTION THERE ARE 17 QUESTIONS. THESE QUESTIONS SEEK INFORMATION RELATING TO TICKET REQUIREMENTS FOR AN EMPLOYMENT NETWORK AND IN THIS SECTION THE EN BUSINESS MODEL IS REQUESTED.
* NOW, WHAT WE FOUND IN THE PAST FROM PREVIOUS RESPONSES IS THAT THERE COULD BE SOME CONFUSION BY THE TERM, BUSINESS MODEL, AND/OR HOW TO PROPERLY RESPOND TO THE QUESTION. SO WHAT I'D LIKE TO DO IS I'M GOING TO GO OVER THE DIFFERENT MODELS THAT I HAVE HERE. SO WE ACTUALLY HAVE 4 DIFFERENT BUSINESS MODELS. THERE'S A TRADITIONAL EN, A CONSUMER DIRECTED SERVICES EN, AN EMPLOYER EN, AND AN ADMINISTRATIVE EN
* I'LL TOUCH BRIEFLY ON WHAT EACH ONE IS. THE TRADITION.AL EN IS AN EN THAT PROVIDES SERVICES DIRECTLY TO THE TICKET HOLDER. THE CONSUMER DRETED SERVICES IS AN EN THAT WILL ACTUALLY REIMBURSE THE TICKET HOLDER FOR TICKET RELATED SERVICES PURCHASED BY THE TICKET HOLDER. AN EMPLOYER EN IS ONE THAT PRIMARILY EMPLOYS TICKET HOLDERS FROM WHOM IT HAS ASSIGNED TICKETS. AND THE LAST MODEL HERE IS THE ADMINISTRATIVE EN THIS IS AN EN THAT WILL SERVE AS THE EN OF RECORD FOR A NETWORK OF SERVICE PROVIDERS WHO COMBINE THEIR RESOURCES TO PROVIDE SERVICES TO TICKET HOLDERS.
* SO THESE ARE THE 4 DIFFERENT BUSINESS MODELS THAT WE HAVE. NOW, IN ADDITION TO THE BUSINESS MODEL, THERE ARE ALSO QUESTIONS RELATING TO LIABILITY INSURANCE, SUITIBILITY AND THE SYSTEM FOR AWARD MANAGEMENT REGISTRATION, WHICH IS SAM. YOU CAN LOOK FOR THOSE IN THE GENERAL QUESTIONS SECTION.
* WE ALSO THEN HAVE STAFFING QUESTIONS. THERE ARE 8 STAFFING QUESTIONS. AND THESE QUESTIONS SEEK INFORMATION RELATING TO THE STAFFING AT THE EN AND THE NUMBER OF STAFF FOR AT THIS TIME AND VERIFICATION OF PII TRAINING.
* IN THIS SECTION THERE IS GOING TO BE A QUESTION THAT I WANT TO POINT OUT AND IT'S IN OUR FAQ'S, BUT I'LL GO AHEAD AND POINT THIS OUT. THE QUESTION IS, HOW DOES THE APOR DEFINE FULL AND PART-TIME EN STAFF WORKING ON THE TICKET PROGRAM AS REFERRED TO IN QUESTIONS 18 AND 19?
* AND I'LL DO MY BEST TO SUMMARIZE HOW YOU CAN DO THAT. THE ANSWER IS, FULL-TIME STAFF WORKING ON THE TICKET PROGRAM ARE DEFINED AS STAFF WHO ARE FULLY DEDICATED TO THE TICKET PROGRAM. THE PART-TIME STAFF WORK ON THE TICKET PROGRAM, THEY ARE DEFINED AS STAFF WHO WORK ON THE TICKET PROGRAM AS WELL AS OTHER PROJECTS, SO THEY ARE NOT DEDICATING ALL OF THEIR TIME TO TICKET. AND THERE'S ALSO SOME INFORMATION ABOUT THE SUBCONTRACTORS THAT WORK WITH YOUR EN, THEY ARE DEFINED AS, DEPENDING ON THE AMOUNT OF TIME THAT THEY SPEND WORKING ON THE TICKET PROGRAM. YOU WILL FIND THAT DEFINED ON THE FAQ'S BUT I WANTED TO POINT THAT OUT FOR YOU.
* THE OTHER SECTION IS THE TICKET CLIENT-RELATED QUESTIONS. THERE ARE 5 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, AVERAGE WAGE AND EMPLOYMENT TRAINING ARE SUBJECTS OF SOME OF THE QUESTIONS. AGAIN, THERE'S 5 OF THOSE CLIENT-RELATED QUESTIONS.
* AND IN THE EN SERVICE-RELATED QUESTIONS THERE ARE 10. THESE QUESTIONS WILL SEEK INFORMATION REGARDING SERVICES PROVIDED BY THE EN TO THE TICKET HOLDERS AT ALL EN LOCATIONS.
* OKAY, SO NOW COMPLETING THE SURVEY. AT THIS POINT WHAT YOU WOULD BE DOING IS YOU WOULD WANT TO CLICK THE DONE BUTTON TO SUBMIT THE APOR TO TPM PRIOR TO HITTING THAT DONE, WHAT YOU WANT TO DO IS ENSURE THAT YOU HAVE PRINTED EACH INDIVIDUAL PAGE TO OBTAIN A RECORD OF YOUR RESPONSES. YOU CAN EASILY JUST CLICK THE PREVIOUS BUTTON TO GO BACK WITHOUT LOSING ANY OF YOUR ANSWERS. AND REMEMBER, THIS NEEDS TO BE SUBMITTED BY FEBRUARY 28 TO REMAIN IN COMPLIANCE.
* OKAY, SO THIS CONCLUDES THE PART OF THE APOR AND SO FOR 2018 WE WANT TO TALK ABOUT COMPLETING SECURITY AWARENESS TRAINING. THE TRAINING IS COMPLETION OF THE FORM. I KNOW WHEN WE THINK OF TRAINING WE THINK OF A PRESENTATION, BASICALLY WHAT WE'RE DOING NOW, BUT THIS IS VERY EASY FOR YOU. ALL YOU HAVE TO DO IS READ THIS, SIGN THIS, AND THAT WILL CONSTITUTE YOUR TRAINING.
* AGAIN, AS I MENTIONED, 2018 WE ARE ACTUALLY HAVING YOU COMPLETE THE SECURITY AWARENESS TRAINING IN CONJUNCTION WITH THE APOR SO ALL EN STAFF MUST REVIEW AND SIGN AND KEEP A COPY OF THE FORM ON FILE AT YOUR EN LOCATION.
* NOW, IN ADDITION TO SIGNING THE INDIVIDUAL FORMS TO BE KEPT ON SITE, THE EN WILL HAVE A REPRESENTATIVE THAT MUST COMPLETE A COPY OF THE SSA-222 AND THE ATTACHED ADDENDUM FORM THAT LISTS ALL THE STAFF THAT HAVE COMPLETED IT FOR THE EN WE HAVE TWO THINGS GOING ON, WE HAVE THE ACTUAL SSA-222 THAT WILL BE COMPLETED BY THE INDIVIDUAL AND THEN CREATED THIS ADDENDUM FOR YOU SO YOU CAN ADD NAMES AND EMAIL THAT TO YOU. AGAIN, THE SINGLE FORM SIGNED BY THE EN REPRESENTATIVE AND THE ADDENDUM MUST BE SUBMITTED TO EN SERVICE AT SSA.GOV IN ONE EMAIL AND SHOULD BE SUBMITTED BY FEBRUARY 28, 2018. THE FORM I AM REFERRING TO, THE SSA-222 AND THE 222 ADDENDUM IS AVAILABLE AT YOUR TICKET TO WORK.SSA.GOV IN THE INFORMATION CENTER UNDER FORMS.
* GOOD FOR YOU TO KNOW, IN ADDITION TO THIS TRAINING WE HAVE ONLINE APOR RESOURCES FOR YOU. WHAT YOU WANT TO DO IS VISIT THE RESOURCE DOCUMENT PAGE UNDER THE INFORMATION CENTER TO ACCESS THE APOR QUESTIONS, FAQ'S AND TODAY'S POWERPOINT.
* ALL RIGHT, SO, IN SUMMARY, WHAT WE'VE DONE TODAY, NOW THAT WE HAVE REVIEWED AND COMPLETED THIS TRAINING YOU SHOULD BE ABLE TO RECOGNIZE YOUR RESPONSIBILITIES REGARDING THE APOR, YOU WILL BE ABLE TO ACCURATELY AND COMPLETELY ANSWER EACH QUESTION ON THE REPORT BEFORE SUBMITTING IT, AND YOU WILL BE ABLE TO COMPLETE THE QUESTIONNAIRE USING SURVEY MONKEY.
* OKAY, SO THAT'S WHAT I HAVE FOR YOU TODAY. WHAT WE'LL DO IS WE'LL TAKE THIS TIME, WE'LL GO AHEAD AND OPEN UP THE LINE FOR ANY QUESTIONS. PLEASE BE SURE WE WANT TO BE SENSITIVE TO EVERYONE'S TIME, WE WANT TO MAKE SURE THAT THE QUESTIONS ASKED DURING THIS Q AND A ARE STRICTLY REGARDING THE APOR FOR TODAY AND ANY QUESTIONS YOU MAY HAVE ABOUT THE SECURITY AWARENESS TRAINING.
* >> LADIES AND GENTLEMEN, IF YOU'D LIKE TO ASK A QUESTION AT THIS TIME, PLEASE PRESS STAR 1 ON YOUR TELEPHONE KEY PAD. IF YOU ARE ON A SPEAKER PHONE, PLEASE MAKE SURE YOUR MUTE FUNCTION IS TURNED OFF TO ALLOW YOUR SIGNAL TO REACH OUR EQUIPMENT. IF YOU HAVE ANY QUESTIONS PLEASE PRESS STAR 1 NOW.
* >> THANK YOU, MELISSA
* >> WE DO HAVE A FEW QUESTIONS IN THE QUEUE. OUR FIRST QUESTION IS FROM JUDY SANDERSON FROM GSIL
* >> HI, JUDY, HOW ARE YOU TODAY?
* >> I'M FINE. I WAS ON THE CALL ON TUESDAY AND THEN I THOUGHT OF A COUPLE OTHER QUESTIONS SO I CALLED IN TODAY TOO.
* ON THE ADDENDUM FORM 222, MANY OF US HAVE MORE PEOPLE THAN ARE GOING TO FIT ON A ONE-PAGE ADDENDUM SO OBVIOUSLY WE ARE GOING TO DO MULTIPLE ADDENDUM SHEETS. DO YOU WANT THE SIGN AND DATE AND PHONE NUMBER AND ALL THAT AT THE BOTTOM OF EVERY SINGLE PAGE, OR JUST THE LAST ONE IN THE BUNCH?
* >> THIS IS CARA FROM SOCIAL SECURITY. YOU CAN DO JUST THE ONE, WE JUST NEED TO MAKE SURE THAT THE SIGNATORY AUTHORITY OR THE SUITABILITY CONTACT PERSON IS AGREEING TO IT, BASICALLY.
* >> AND THEN THE OTHER QUESTION I HAD WAS, I KNOW THERE WERE LOTS OF QUESTIONS ABOUT WHEN TO GET THOSE SIGNATURES, IF IT STARTS BEFORE FEBRUARY, OBVIOUSLY, DOES IT MAKE ANY DIFFERENCE, FOR EXAMPLE I HAVE 31 PEOPLE, ONLY 4 OF WHOM HAVE PORTAL ACCESS. SO DOES IT MAKE ANY DIFFERENCE AS TO WHO SHOULD NOT SIGN IT BEFORE FEBRUARY 1ST OR IS IT JUST EVERYBODY NEEDS TO SIGN IT FROM FEBRUARY 1ST ON?
* >> EVERYBODY NEEDS TO SIGN IT .
* >> THAT DOES IT FOR ME, THANK YOU. I REALLY TRIED, THANK YOU
* >> THAT WAS IT FOR ME.
* >> THANKS A LOT. THANK YOU FOR JOINING US TODAY.
* >> THANK YOU, OUR NEXT QUESTION WILL COME FROM [OFF MIC].
* >> THE POWER POINT WENT TOO QUICK. WHERE DO I GO TO GET THE POWERPOINT FOR TODAY AND THE LAST -- I KNOW IT'S AT THE INFORMATION CENTER.
* >> YOU WANT TO VISIT THE INFORMATION CENTER. YOU SHOULD BE ABLE TO FIND IT.
* >> RESOURCE DOCUMENTS?
* >> YES, MA'AM . I'M SORRY, I DIDN'T CATCH YOUR NAME AT THE BEGINNING.
* >> LYNETTE
* >> SO I SEE WHERE THEY PUT THAT BACK UP THERE. CAN WE LEAVE THAT UP THERE FOR A FEW MINUTES?
* >> NO PROBLEM.
* >> I HAVE ONE MORE QUESTION. TO GET THE SSA-222 FORM, I'M A LITTLE CONFUSED WHERE I GET THAT.
* >> OKAY, WE'RE GOING TO SSA SERVICES..GOV.
* >> IT'S AVAILABLE AT YOUR TICKET TO WORK.SSA.GOV AND THEN THE INFORMATION UNDER FORMS .
* >> I'M SORRY.
* >> NO WORRIES, WE'RE HERE TO HELP OUT. THAT'S QUITE ALL RIGHT. IT GIVES ME TIME TO TAKE A DRINK OF WATER.
* >> SO THE 222 FORM, WHAT EXACTLY DO I DO WITH THAT AND WHAT IS REQUIRED OF ME BEFORE I SUBMIT THAT? I HAVE TO EMAIL THAT BACK, RIGHT?
* >> YES, MA'AM .
* >> THIS SSA-222 FORM IS FOR YOUR COMPLETING YOUR SECURITY AWARENESS TRAINING. SOY YOU ARE GOING TO READ THE FORM AND YOU ARE GOING TO SIGN IT AND ALL THE ADDITIONAL INFORMATION THAT'S ASKED OF YOU ON THAT FORM IS GOING TO SATISFY AND MEET THAT YOU ARE TRAINED ON THE SECURITY AWARENESS. SO DEPENDING ON HOW MANY INDIVIDUALS YOU HAVE IN YOUR OFFICE, EVERYONE NEEDS TO COMPLETE THIS PARTICULAR FORM. AS YOU KNOW WE HAVE DISCUSSED TWO SEPARATE FORMS. THERE'S THIS ACTUAL SSA-222 FORM, EVERYONE MUST COMPLETE AND YOU WILL KEEP IT ON FILE, THEN ASK A REPRESENTATIVE FROM YOUR ORGANIZATION TO COMPLETE THE SSA-222 ADDENDUM AND YOU WILL FILL OUT THOSE NAMES ON THAT FORM, YOU WILL SEE THERE'S LINES FOR YOU TO FILL OUT NAMES OF ALL THE INDIVIDUALS THAT YOU HAVE THAT COMPLETED THE SSA-222 FORM. THAT'S HOW -- DID THAT HELP?
* NOW, ONCE WE HAVE COMPLETED THAT, DO WE EMAIL IT, MAIL IT OR --
* >> [OFF MIC] IN THE OFFICE.
* >> SO THE ADDENDUM, IF YOU HAVE MORE THAN ONE INDIVIDUAL SIGNING THE FORM YOU ARE GOING TO SEND THE ADDENDUM IN TO EN SERVICE AT SSA.GOV.
* >> OKAY. AND PLEASE KEEP THIS UP FOR A LITTLE BIT AND THAT'S ALL THE QUESTIONS I HAVE, I APPRECIATE YOUR PATIENCE.
* >> OH, NO WORRIES, WE APPRECIATE YOU JOINING US TODAY. AGAIN, IF YOU HAVE ANY QUESTIONS WE DO HAVE THE INBOX WHERE YOU CAN SUBMIT ANY QUESTIONS, OK, LYNETTE
* >> THANKS SO MUCH. NOW I DISCONNECT STAR 2?
* >> ACTUALLY, THIS IS THE OPERATOR. I WILL REMOVE YOU FROM THE QUEUE IF YOU ARE ALL FINISHED WITH YOUR QUESTIONS.
* >> I'M FINISHED FROM MY QUESTIONS BUT I'D STILL LIKE TO LISTEN.
* >> THANKS, MELISSA
* WE HAVE ANOTHER PERSON IN THE QUEUE FROM GOODWILL.
* >> I MISSED THE NAME. WHO IS THE ASKING THE QUESTION TODAY?
* >> MY NAME IS CAMALA I'M DOING GOOD. THE FIRST PART OF THE QUESTION IS JUST A FOLLOW-UP QUESTION TO WHAT LYNETTE ASKED. THE WAY I UNDERSTAND IT IS I WOULD HAVE AN INDIVIDUAL FORM 222 FOR EVERY INDIVIDUAL WHO HAS CLEARED EN SENSITIVITY THAT WOULD BE ON ON YOU FILE, AND THE ADDENDUM, I HAVE 3 INDIVIDUALS WHO HAVE CLEARED EN SENSIBLITY, WE WOULD HAVE 3 PEOPLE AND ONE PERSON SIGN OFF AND SAYING ALL 3 HAVE BEEN REMOVED AND WHEN WE EMAIL IT WE ARE EMAILING THE INDIVIDUAL FILE.
* >> YOU WERE GOOD UNTIL -- WHEN YOU ARE EMAILING HOW MANY PIECES OF PAPER YOU ARE EMAILING. I WANT TO MAKE SURE I HEARD THAT CORRECTLY. ARE YOU EMAILING MORE THAN ONE?
* >> WE ARE ONLY EMAILING YOU THE ADDENDUM, RIGHT?
* >> PERFECT, THERE YOU GO.
* >> PERFECT, THAT'S ONE. AND THE SECOND QUESTION I HAVE, AND I THINK THIS IS SOMETHING THAT I'VE BEEN GRAPPLING WITH A LITTLE BIT TO MAKE SURE THAT OUR TRAININGS ARE A WHOLE LOT MORE COHESIVE AND MORE REPETITIVE, IF YOU WILL. WE HAVE HAD THE ADVANTAGE OF BEING TRAINED A FEW YEARS AGO VERY CONSISTENTLY ON A MONTHLY BASIS AND I KNOW IT'S OUTSIDE OF THE APOR, BUT REALLY JUST MAKING SURE THAT I AM PUTTING IN MY REQUEST BECAUSE FROM TIME TO TIME WHEN WE COME OUT TO THE WEB SITE TO PULL DOWN PDF AND POWERPOINT DOCUMENTS TO PROVIDE STAFF TRAINING THERE ARE SOME DOCUMENTS THAT NEED TO BE UPDATED OR ARE NOT AVAILABLE. SO IF THERE ARE SOME RESOURCES THAT CAN ALSO BE PROVIDED TO US WHEN YOU ARE REVIEWING APOR'S TO ASSIST IN ENSURING THAT THE STAFF HAS THE BEST TRAINING POSSIBLE, WE WOULD TRULY APPRECIATE THAT. THANK YOU.
* >> OKAY, I THINK THE BEST RESOURCE THAT WOULD BE EN OPERATIONS. WE HAVE AN INBOX THAT YOU CAN SEND A REQUEST FOR ANY TYPE OF TRAINING THAT YOU MAY NEED. AND WHEN YOU SPEAK SPECIFICALLY APOR AT THIS TIME OF YEAR WE HAVE EVERYTHING WE'RE COVERING HERE WITH ALL THE ADDITIONAL RESOURCES AVAILABLE FOR YOU ON OUR WEB SITE
* >> THANK YOU.
* >> NO, THANK YOU. I APPRECIATE YOU WANTING TO BE PREPARED .
* >> I AM DONE WITH MY QUESTIONS. THANKS.
* >> THANK YOU, WE WILL MOVE ON TO THE NEXT PERSON IN THE QUEUE, NEXT WE HAVE A QUESTION FROM C. JEFFERY, DEPARTMENT OF CONTRACTORS.
* >> HOW YOU DOING TODAY?
* >> HI, MR. JEFFERIES, HOW ABOUT YOU?
* >> A LITTLE NERVOUS. THIS ALWAYS GETS TO ME EVERY YEAR AND I'VE BEEN DOING IT FOR A LONG TIME BUT IT STILL GETS TO ME.
* >> WE'RE HERE FOR YOU.
* >> GOOD, GOOD, GOOD. THAT'S GREAT. WITH THE SSA-222 FORM, SINCE IT'S JUST ME I DON'T HAVE TO WORRY ABOUT SENDING THE OTHER FORM? IT'S JUST ME.
* >> THE ADDENDUM, NO, SIR.
* >> OKAY, IT'S JUST ME, JUST FILL OUT THAT FORM ONLY AND DISREGARD THE OTHER FORM.
* MY NEXT QUESTION, THIS ONE HAS BEEN TROUBLING ME FOR QUITE A WHILE BECAUSE I ALREADY HAD THE QUESTION PRINTED OUT. ON 26 WHERE IT SAYS TICKET CLIENT-RELATED QUESTIONS, WHAT IS THE AVERAGE NUMBER OF MONTHS, YOU ONLY WANT TO KNOW THE AVERAGE, THE NEW TICKET HOLDERS THAT WERE ASSIGNED IN 2017? YOU KNOW, FROM JANUARY, 2017 --
* >> THAT'S CORRECT.
* >> THAT'S ACTUALLY EVERYTHING ON THE APOR IS ONLY ABOUT NEW TICKET HOLDERS FROM JANUARY 2017 TO DECEMBER 2017, CORRECT?
* >> CORRECT .
* >> YOU ARE NERVOUS FOR NOTHING. YOU CAN COME HELP US WITH THE TRAINING NEXT YEAR.
* >> [LAUGHING] I WISH, I WISH.
* NO. 27, THIS IS THE LAST QUESTION, SO IT'S THE SAME. SO ONLY MY TICKET HOLDERS' GROSS FROM 2017, JANUARY. NOW, WHAT ABOUT THE E PAY? DO I NEED TO INCLUDE THE E PAY ALSO? YOU KNOW LIKE THE E PAY THAT THEY PUT IN THE ACCOUNTS ALSO? THAT'S ALL PART OF THE GROSS AS FAR AS THE GROSS WAGES FOR MONEY.
* >> I WOULD SAY YES BECAUSE THAT'S ALL OF IT. THAT'S ALL THE INCOME YOU ARE RECEIVING, SO, YES, ALL OF IT.
* >> SO I DID COUNT MORE THAN 36 BUT THE EXAMPLE WAS 36. BUT WHAT I'M TRYING TO ALSO UNDERSTAND IS THAT, LET'S SEE HERE, OKAY, I THINK I GOT THAT. I THINK THAT SHOULD DO IT IT. I'LL BE GOOD FOR NOW.
* >> IT'S OKAY, BUT YOU KNOW WE HAVE THE INBOX, ANY SPECIFIC QUESTIONS YOU GO AHEAD AND SEND THE QUESTIONS OVER, OKAY?
* >> I NEED TO GET THAT AGAIN. I HEARD YOU BUT I WAS WRITING WHILE YOU WERE GIVING GREAT ANSWERS TO OTHER PEOPLE. BUT I DEFINITELY NEED THAT BOX.
* >> NO WORRIES. SSAENAPOR --
* >> APOR @ YOUR TICKET TO WORK.SS OO..GOV?
* >> YES, YOU TOOK IT RIGHT OUT OF MY MOUTH. ALL RIGHT.
* >> I'M JUST TRYING TO HELP. OKAY, THANK YOU. THIS IS A GREAT PROGRAM. THIS IS A GREAT TRAINING THAT YOU ALL OFFER SO WE REALLY APPRECIATE IT.
* >> YOU ARE TOO KIND. THANK YOU FOR JOINING US TODAY.
* >> THAT'S IT, THAT'S MY QUESTION.
* >> AND LADIES AND GENTLEMEN, IF YOU HAVE A QUESTION PLEASE PRESS STAR 1 ON YOUR TELEPHONE KEY PAD. IF YOU FIND YOUR QUESTION HAS BEEN ANSWERED YOU MAY REMOVE YOURSELF FROM THE QUEUE BY PRESSING STAR 2.
* OUR NEXT QUESTION WILL COME FROM ODELL TILLER.
* >> HI, MR. TILLER.
* >> YES, HI. THIS IS BARBARA, I'M HERE WITH ODELL TILLER. I HAVE A QUESTION ON THE BUSINESS MODEL. WOULD YOU GO OVER THE CONSUMER BUSINESS MODEL AGAIN?
* >> I SURE CAN, JUST GIVE ME A MOMENT THAT PULL THAT UP FROM MY RESOURCES HERE . THE CONSUMER DIRECTED SERVICES IS AN EN THAT REIMBURSES THE TICKET HOLDER FOR TICKET RELATED SERVICES PURCHASED BY THE TICKET HOLDER.
* >> OKAY, ALL RIGHT, SOUNDS GOOD. THANK YOU.
* >> I APPRECIATE IT. THANK YOU FOR JOINING US TODAY.
* >> YOU'RE WELCOME.
* >> NEXT WE HAVE A QUESTION FROM BERTHA IN TENNESSEE.
* >> HELLO TO EVERYONE.
* >> HELLO.
* >> OKAY, I WAS NOT CONFUSED UNTIL TODAY AND I'M CONFUSED ON THE QUESTIONS YOU ASK. I HAVE MY NOTES FROM YESTERDAY. WHAT I'M WONDERING IS WHERE TO SEND WHAT. THAT'S WHAT I GOT CONFUSED ON TODAY, I THINK MAYBE I SHOULD NOT HAVE CALLED IN, I DON'T KNOW.
* >> THAT'S OKAY, WE'LL FIGURE IT OUT TOGETHER.
* >> THANK YOU SO MUCH, I APPRECIATE YOU. I APPRECIATE YOU ALL.
* THE 222 FORM GOES TO WHERE?
* >> EN SERVICE AT SSA.GOV.
* >> OKAY, THAT'S WHAT I HAVE IF MY NOTES. OKAY, THANK YOU.
* NOW, THIS, I HAVE A WEB SITE HERE FOR SOME REASON, THE SSAENAPOR @ YOUR TICKET TO WORK -- I CAN'T READ MY OWN WRITING -- SSA.GOV.
* >> YOU HAVE THAT IN CASE YOU HAVE ANY QUESTIONS ABOUT THE APOR AND THAT'S THE EMAIL ADDRESS THAT YOU WOULD USE TO SUBMIT THE QUESTIONS TO. AND WE WANT TO MAKE SURE IN YOUR SUBJECT LINE YOU MUST APOR ASSISTANCE.
* >> SUBJECT LINE, APOR ASSISTANCE. GOT YOU.
* >> THERE YOU GO. SOUNDS LIKE YOU TOOK GOOD NOTES YESTERDAY.
* >> TODAY CONFUSED ME BUT I GOT IT NOW. THANKS, GUY, I APPRECIATE EVERYONE.
* >> NO WORRIES, THANK YOU FOR JOINING US.
* >> NEXT WE HAVE A FOLLOW-UP QUESTION FROM JUDY SANDERSON FROM GSIL
* >> HI, JUST ME AGAIN. A COUPLE QUESTIONS CAME UP WHILE I WAS LISTENING TO SOME OF THE OTHER ANSWERS. WHEN YOU WERE TALKING TO THE INDIVIDUAL THAT WAS SAYING THEY WERE GOING TO SEND IN SO MANY PIECES OF PAPER FOR THE FORM 222, IT SOUNDED LIKE SHE WAS ONLY GOING TO SEND IN ONE PIECE OF PAPER, THE ADDENDUM, BUT YOU WERE TELLING HER NOT TO SEND IN HER FORM 222. AM I MISUNDERSTANDING? I'M THE SUITABILITY CONTACT SO I WAS THINKING I'M GOING TO SEND IN THE FORM, THE ADDENDUM, THEN I'M ALSO GOING TO SEND IN MY FORM 222 WITH IT. IS THAT CORRECT OR AM I WRONG?
* >> YES.
* >> THE EN REPRESENTATIVE --
* >> THEY ARE ALL SSA-222.
* >> YOU PROBABLY SAID THAT AND I JUST DIDN'T HEAR IT RIGHT.
* THEN THE QUESTION ABOUT WHICH DATA WOULD BE INCLUDED IN THIS YEAR'S APOR, MY UNDERSTANDING IS THAT ANY TICKET HOLDER THAT'S ASSIGNED THAT IS WORKING IN 2017, THE CALENDAR YEAR 2017, GETS INCLUDED IN THE DATA IRREGARDLESS OF WHEN THEY ACTUALLY ASSIGN THEIR TICKET. IS THAT CORRECT?
* >> YES, JUDY, THAT IS CORRECT. I JUST CAUTION PEOPLE THAT SOMETIMES THE DATES DO CROSS, BUT, YES, YOU ARE CORRECT. IF THEY WERE ASSIGNED AS OF DECEMBER 31, 2017.
* >> OKAY, BUT SAY THEY WERE ASSIGNED IN 2012 BUT THEY ARE STILL IN THE PROGRAM AND WORKING IN 2017, THEN I STILL INCLUDE THEIR DATA?
* >> YES, AND IF YOU ARE STILL PROVIDING SERVICES.
* >> OKAY. THEN ONE OTHER QUESTION CAME UP. ON TUESDAY IT WAS MENTIONED THAT THE SIGNATORY AUTHORITY WAS SUPPOSED TO DO THE FORM 222. IN MY CASE THE SIGNATORY AUTHORITY DOES NOT HAVE ANYTHING TO DO WITH THE DAY-TO-DAY PROGRAMMING, WE'RE PART OF A LARGER AGENCY THAT DOES A LOT OF OTHER THINGS AND HE DOES NOT HAVE ANYTHING TO DO WITH THE DAY-TO-DAY OPERATIONS OF THE PROGRAM, HAS NO ACCESS TO THE TICKET INFORMATION. SO I HAVE NEVER DONE A FORM 222 FOR HIM.
* >> JUDY, THIS IS CARA FROM SOCIAL SECURITY. LET ME CLARIFY A COUPLE THINGS. THE PEOPLE WHO NEED TO FILL OUT THE 222 ARE THE PEOPLE WHO ARE WORKING DIRECTLY ON THE PROGRAM. IT DOESN'T MATTER WHETHER YOU ARE ON THE PORTAL OR NOT ON THE PORTAL, EVERYONE WORKING ON THE PROGRAM HAS TO FILL OUT THAT FORM. THE EN'S WILL KEEP THEM ON SITE, WE WILL BE CHECKING TO MAKE SURE THEY ARE DONE LIKE DURING A RANDOM REVIEW, BUT IN LIEU OF SENDING THOSE IN INDIVIDUALLY RIGHT NOW WE SAID THE COMPANY CAN SEND IN THE ADDENDUM FORM. THAT MEANS FOR EVERYBODY. THE SIGNIFICANCE ?AER AUTHORITY DOESN'T HAVE TO SEND IT IN, THE CONTACT PERSON DOESN'T HAVE TO SEND IT IN, WE JUST NEED THAT ADDENDUM FORM SIGNED BY EITHER THE SIGNATORY AUTHORITY OR THE SUITABILITY CONTACT BUT IF YOU ARE A ONE-PERSON ORGANIZATION, WHICH MANY ARE, IT'S PROBABLY EASIER FOR YOU TO JUST SEND IN THE 222 FORM.
* >> OKAY, AND I UNDERSTAND ALL THAT BUT I'M STILL BACK TO THE FACT I HAVE NEVER HAD OUR SIGNATORY AUTHORITY DO THE FORM 222 IN THE PAST BECAUSE HE HAS NOTHING TO DO -- HE DOES NOT WORK --
* >> THEY DON'T NEED TO. IF THEY ARE NOT WORKING ON THE PROGRAM DIRECTLY THEY ARE A FIGUREHEAD, LET'S SAY, LIKE OUR COMMISSIONER. SHE DOESN'T WORK WITH ME ON A DAY-TO-DAY BASIS, OR WE HAVE SOME EN'S THAT ARE PART OF A SCHOOL SYSTEM AND THE BOARD THAT PERSON IS AT BUT THAT I GET. BUT YOUR SIGNATORY AUTHORITY OR YOUR SUITABILITY CONTACT HAS TO SIGN THE FORM.
* >> THAT WOULD BE ME. OKAY.
* >> TO VALIDATE THAT WE HAVE THESE ON FILE BECAUSE THEY ARE THE ONES RESPONSIBLE.
* >> OKAY, I'M ALL SET. I PROMISE I WON'T ASK ANY MORE QUESTIONS. THANK YOU.
* >> OKAY, JUDY, THAT'S WHAT WE'RE HERE FOR.
* >> AND I AM ALL DONE.
* >> ONCE AGAIN, LADIES AND GENTLEMEN, IF YOU WOULD LIKE TO ASK A QUESTION, PLEASE PRESS STAR 1. THE NEXT QUESTION COMES FROM VIRGINIA FROM THE ARC OF SAN FRANCISCO.
* >> HELLO.
* >> HI, VIRGINIA.
* >> HELLO, I HAVE A QUESTION IN REGARD TO THE SURVEY. IN QUESTION NO. 26, IT ASKS ABOUT THE AVERAGE NUMBER OF MONTHS BETWEEN THE START OF SERVICES AND OBTAINING EMPLOYMENT. SO A LOT OF OUR CLIENTS ARE REFERRED BY THE DEPARTMENT OF REHABILITATION SO A LOT OF TIMES THEY HOLD THE TICKETS AND THEY DON'T RELEASE THE TICKET UNTIL MAYBE A YEAR AL THE EMPLOYMENT. SO WE COULD HAVE GOTTEN A CLIENT JOB IN JANUARY BUT THE TICKET WON'T BE RELEASED TO US AND WON'T BE ASSIGNED TO US UNTIL A YEAR LATER. SO HOW DO I FIND OUT THE AVERAGE MONTH? IT WOULD BE LIKE A NEGATIVE NUMBER OF MONTHS. DOES THAT MAKE SENSE?
* >> IT DOES MAKE SENSE AND I WOULD JUST SAY, PROVIDE THAT INFORMATION FOR THE TICKETS THAT YOU DO HAVE INFORMATION FOR AND THEN FOR THE ONES THAT HAVE NOT BEEN RELEASED OR THEY ARE RETROACTIVELY RELEASED, DO NOT INCLUDE THOSE IN THAT CALCULATION.
* >> OKAY, GREAT, THANK YOU. THAT'S ALL I HAVE.
* >> NEXT WE HAVE A QUESTION FROM HOWARD SCHWARTZ
* >> YES, I AM TRYING TO FIND THE ACTUAL APOR REPORT. I HAVE A LIST OF QUESTIONS BUT IT SAYS AT THE TOP, THIS IS NOT THE REPORT TO BE SUBMITTED TO SSA. WHERE DO I GET THE APOR REPORT THAT IS TO BE SUBMITTED?
* >> HI, HOWARD, HOW ARE YOU DOING?
* >> OKAY, THANK YOU.
* >> THE REASON YOU CAN'T FIND IT IS WE HAVEN'T SEND IT OUT YET. WE ARE GOING TO SEND IT OUT ON FRIDAY, JANUARY 26. YOU WILL RECEIVE AN EMAIL WITH THE LINK FOR THE SURVEY MONKEY CONTAINING YOUR QUESTIONNAIRE.
* >> SO I WASN'T GOING CRAZY TRYING TO FIND IT THEN.
* >> NOT TODAY, NOT YET.
* >> OKAY, THANK YOU VERY MUCH.
* >> NO WORRIES. THANKS FOR JOINING US TODAY.
* >> NEXT WE HAVE A QUESTION FROM VIVIAN HENDRICKS.
* >> HELLO, VIVIAN
* >> MR. JEFFERY CAME UP WITH A QUESTION I HAD NOT THOUGHT ABOUT AND IT INVOLVES E PAY. AND I'VE GOTTEN PAID FOR THIS -- IN FACT IT WAS LAST DECEMBER FOR SOMEONE THAT IS UNASSIGNED. THEY ARE NO LONGER ASSIGNED TO ME. BUT I GOT PAID FOR WHEN THEY DID WORK. HOW DO I REPORT THAT? THE PERSON IS NOT ASSIGNED TO ME ANY MORE, BUT I DID GET PAID FOR JUNE, JULY AND AUGUST. DO I HAVE TO GO BACK AND COUNT EVERY -- I DON'T KNOW, TELL ME. HELP ME.
* >> WAS HE ASSIGNED TO YOU IN THE MONTH OF DECEMBER?
* >> NO, DECEMBER OF WHAT -- LAST MONTH, YOU MEAN?
* >> YES.
* >> NO, THEY WERE UNASSIGNED TO ME BACK IN, SAY, APRIL OR MAY. BUT IN DECEMBER I RECEIVED ON E PAY EARNINGS, YOU KNOW, PAYMENT FOR MAY I THINK IT'S APRIL, MAY AND JUNE. HOW DO I COUNT THAT PERSON?
* >> THAT'S WHEN THE CLAIM MONTH COMES.
* >> YOU WOULD INCLUDE IT AND THEN COUNT THOSE CLAIM MONTHS IN THAT CALCULATION. IN THE FAQ THERE'S A PARTICULAR FAQ QUESTION THAT SHOWS YOU HOW TO CALCULATE THAT.
* >> OKAY, THANK YOU.
* >> IF YOU HAVE ANY QUESTIONS I CAN HELP YOU WITH THAT AND YOU CAN JUST EMAIL THE INBOX.
* >> ALL RIGHT, THANK YOU FOR THAT, TOO.
* >> YOU ARE WELCOME.
* >> THANKS, VIVIAN
* >> AGAIN, LADIES AND GENTLEMEN, THAT'S STAR 1 IF YOU WOULD LIKE TO ASK ANY QUESTIONS AT THIS TIME. AND WE DO HAVE A FOLLOW-UP FROM C. JEFFERY, DEPARTMENT OF CONTRACTORS.
* >> YES, I'M BACK AGAIN. OKAY, 26 AND 27 IS THE ONLY ISSUES I HAVE IN THIS APOR, I JUST WANT YOU TO KNOW THAT. YOU MAY HEAR FROM ME AGAIN. BUT ANYWAY, HERE'S THE QUESTION.
* ON 26, I HAVE CLIENTS THAT IS NOT COOPERATIVE IN GIVING ME INFORMATION AS FAR AS EMPLOYMENT, OKAY? I SEND OUT LETTERS, EMAILS, I DO A VARIETY OF THINGS TO SEE IF I CAN GET THAT INFORMATION. WHAT IF I CAN'T GET THAT INFORMATION AS FAR AS THE START OF THEIR OBTAINING EMPLOYMENT? OR WHEN THEY OBTAIN EMPLOYMENT? SOME OF THEM ARE NOT BEING COOPERATIVE.
* >> OKAY, YOU WANT TO REPORT AS BEST AS POSSIBLE. I DON'T KNOW IF MAYBE SOCIAL SECURITY WOULD HAVE A MORE DEFINITIVE ANSWER REGARDING THAT.
* >> OKAY. OKAY. OKAY. BECAUSE SOMETIMES SOME OF THEM ARE NOT -- LOT OF MY CLIENTS ARE COOPERATIVE BUT YOU GET A FEW EVERY NOW AND THEN, THEY CHANGE NUMBERS AND EVERYTHING ELSE, THEY ARE ON THE RUN. I CALL THEM MIA, MISSING IN ACTION.
* >> JUST MAKE SURE YOU DOCUMENT ALL YOUR ATTEMPTS TO REACH OUT TO THEM.
* >> OKAY, OKAY, ALL RIGHT. ONE MORE QUICK QUESTION, TOO. I GOT KIND OF CONFUSED WITH THE ANSWER OF, I THOUGHT THAT WHEN SOMEONE HAD MENTIONED THEY MAY HAVE ASSIGNED SOMEONE IN 2012 AND THEY JUST ACTUALLY STARTED RECEIVING A CLAIM IN 2017, I NEED TO COUNT FROM THE START OF THEM STARTING THE SERVICE, YOU KNOW, GETTING THE TICKET, JOINING THE SERVICE, TO THE TIME THEY BECOME EMPLOYED. SO I NEED TO COUNT THOSE NUMBERS AND PUT THAT IN THE EQUATION, CORRECT? OKAY, INSTEAD OF ME THINKING THAT THEY HAD TO START IN 2017 AND GOT EMPLOYMENT IN 2017, I HAD IT WRONG, RIGHT?
* >> YOU ARE CORRECT. AGAIN, IF YOU HAVE ANY QUESTIONS WE CAN WALK YOU THROUGH IT THROUGH THE INBOX.
* >> OKAY, THROUGH THE INBOX. OKAY, ALL RIGHT, THANK YOU. THAT SHOULD DO IT, THEN, I'M GOOD.
* >> THANK YOU, MR. JEFFERIES.
* >> YOU'RE WELCOME.
* >> NEXT WE HAVE A FOLLOW-UP FROM ODELL TILLER FROM ORANGE GROVE CENTER.
* >> HELLO, HOW ARE YOU TODAY?
* >> ALL RIGHT, MR. TILLER.
* >> MY QUESTION IS IN BETWEEN HIRING STAFF AND CHECKING MY BENEFICIARIES' FILES I FOUND THAT WE SENT, WELL, A PERSON SIGNED THE IWP IN AUGUST BUT WAS NEVER, THAT PLAN WAS NEVER ASSIGNED TO US AS AN EN AND THEY ARE STILL BE \*R NOT ASSIGNED TO ANYONE. IS IT TOO LATE, SHOULD WE GO AHEAD AND ASSIGN THE TICKET FOR AUGUST OR HOW DO THAT WORK? WE HAVE TEXTED HER, WE FOUND SHE WAS ALREADY ASSIGNED TO US BUT I FOUND OUT SHE WASN'T.
* >> IF YOU GO AHEAD AND EMAIL THE APOR INBOX WE CAN TAKE CARE OF THAT FOR YOU.
* >> OKAY, THANK YOU.
* >> YOU'RE WELCOME.
* >> AND AS A FINAL REMINDER, LADIES AND GENTLEMEN, THAT IS STAR 1 FOR ANY QUESTIONS AT THIS TIME . AND WE DO HAVE A QUESTION FROM STACEY CLARK, SERVICE FORCE.
* >> HI, CAN YOU HEAR ME?
* >> HI, STACEY, WE CAN HEAR YOU.
* >> OKAY, GREAT, SORRY. I JUST HAVE A QUICK QUESTION ABOUT THIS TRAINING CALL. I WAS SADLY DELAYED IN A MEETING AND I JUST GOT ON ABOUT 3.40, SO I MISSED THE WHOLE BEGINNING. IS THERE GOING TO BE ANOTHER ONE OF THESE CALLS AT ALL GOING FORWARD?
* >> THIS WAS A SECOND OFFERING BUT GOOD TO KNOW WE'LL HAVE THE RECORDING AVAILABLE ON THE WEB SITE FOR YOU.
* >> OH, GOOD. OKAY, I CAN GO THROUGH IT ON MY OWN TIME. JUST CHECKING OUT, I WASN'T ABLE TO MAKE THE FIRST ONE AND TODAY MY MEETING RAN OVER. THANK YOU, I WILL GO ONLINE.
* >> ALL RIGHT, THANKS, STACEY.
* >> AND AT THIS TIME WE HAVE NO FURTHER QUESTIONS IN THE QUEUE.
* >> OKAY, AGAIN, I'D LIKE TO THANK EVERYONE FOR TAKING TIME TODAY AND HELPING US OUT AND ATTENDING TRAINING. WE HAVE ALL OF THIS INFORMATION AVAILABLE FOR YOU ON OUR WEB SITE AS WELL. AGAIN, THANKS AGAIN FOR JOINING US AND HAVE A GREAT REST OF THE DAY. HAPPY APOR
* >> THAT DOES CONCLUDE OUR CONFERENCE FOR TODAY. THANK YOU FOR YOUR PARTICIPATION.
* [END OF CALL].
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