**All Employment Network (EN) Call**

**3 – 4 p.m. EST**

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Operator: Ladies and gentlemen, thank you for standing by and welcome to the All Employment Network conference call. During the presentation all participants will be in listen only mode. Afterwards we will conduct a question and answer session. At that time please press star followed by 1 on your telephone. As a reminder this call is being recorded Thursday, April 2, 2015. I will now turn the call over to Miss Michelle Laisure.

Michelle Laisure: I am the EN Development and Training manager. Thank you for joining us today. I believe we finally are experiencing spring here in McLean, Virginia, and hope you are too. We have a full agenda today following a few announcements, a 15-minute presentation from BASS regarding Ticket materials to use, followed by a conversation highlighting a few major questions we received last month regarding the ticket portal, then we're going to open up our phone lines so we can hear from you on other questions and concerns you may have regarding the movement towards the new Ticket Portal. So general announcements, I'd like at this point to just turn it over to Rob Pfaff, deputy associate commissioner.

Robert Pfaff: Good afternoon, everyone, thanks for joining us for this call. I wanted to follow-up and give you some updates in regards to activity that is we currently have underway to address marketing issues following the announcement by David Weaver last week that we were discontinuing the marketing cd just to get everyone up to speed for those who may not be aware, we will restart mailing our ticket to work notifications to beneficiaries beginning April 15th of this month. We will target about 60,000 beneficiaries with these notices and again that starts April 15th and we also want to remind you that we are continuing while we start this process of mailing the notifications to also conduct the targeted auto dial calls to beneficiaries monthly as well. Right now we currently make about 20,000 calls to beneficiaries monthly to inform them of their eligibility to participate in the Ticket program.

 So what they'll be getting, basically, is the good news letter telling them they can participate as well as a brochure that gives them an overview of the program.

 The next piece of information we wanted to share is that we appreciate the feedback that we received concerning the marketing cd and we're taking this information to help us or help inform us to target beneficiaries' characteristics and things you think are helpful when you are conducting your own outreach to beneficiaries. So those comments have been helpful and we are using those moving forward. And we'll continue to reach out to you to get that feedback when we put together our submits, which are the marketing submits which I'm going to talk about in a moment which David mentioned in his message as well.
Just to summarize the activities that we've engaged in following the discontinuation of the cd, we've discussed, we've conducted discussions with the following entities concerning opportunities to expand marketing efforts. The first entity that we've held discussions with is our own office of communications internally. We're discussing ways that we can increase the profile of the Ticket to Work information that's contained on our ssa.gov home page, as well as the inclusion of ticket to work information in the office of communications faces and facts of disability campaign. So those discussions are on-going, we're hoping to make some progress in a relatively short amount of time so that we can increase visibility and, at the very least, those two areas but conversations will continue to stem beyond that as well.
We're working with our contractors, our marketing contractors, to discuss opportunities to develop supplemental information that we can send out to beneficiaries. That's in the planning stages as well. And we've conducted a marketing discussion with NENA that was held yesterday to walk through some ideas concerning the marketing summit and to obtain ideas about specific marketing needs during the call that we had yesterday.
So, with that in mind, those are three areas we're engaged in but we're also, to move forward a little bit and talk a little bit about the marketing summit that was mentioned by David, we're working to develop the framework for these summits. What we're seeking is a way to conduct effective engagement with the EN community to get your feedback as far as those things that we can do to help support marketing to beneficiaries. When we spoke with NENA yesterday they were kind enough to agree to allow us to add a marketing summit session to their agenda for their upcoming meeting that is scheduled to be held in September, but we also hold summits in the short term as well and when we get information concerning the format and structure for those meetings we will inform you of the dates and times for those discussions.
So let me just provide a little bit of information concerning the reason for the marketing summit and what we hope to obtain from these gatherings.

 What we really want to do is we want to engage the EN community to obtain the specific things that we can do to help support ENs market their services to beneficiaries and to market the program in general. We're looking for ideas or techniques that you are currently engaged in with your individual business, be it a small business or a large organization, we're looking for as many ideas and techniques and things that you are engaged in as we can possibly obtain and we'd like to use that information in an effective way.

 We also are interested in getting a sense from you about the characteristics of the individuals that you are actually placing into jobs. We'd like to try to get an idea of the populations that you find your efforts are most effectively having an impact in that regard and whether we can take this information internally to help target materials and information in a more effective manner.

 So, basically, those are the things i wanted to share with you this afternoon in regards to the activities we have underway. We will continue to share information with you and as I indicated we will seek to obtain your feedback and to notify you of the summits that we are working on right now.
So with that in mind I thank you for all of your efforts and your patience with us during this time of transition and I'll turn it back over to Michelle.

Michelle Laisure: Thank you, Rob. We actually have a few questions on our chat line. Do you have a moment to take at least one or two questions?

Robert Pfaff: Sure, absolutely. Go ahead.

Michelle Laisure: Keitra, if you can summarize maybe the questions and roll them up into one question?

Keitra Hill: Okay, the first question was just kind of a general question with reference to the success rate of the mailings that will be sent out. I guess has that been considered in what you are working on in coming up with those mailings, the effectiveness of actually direct mailing information to beneficiaries?

Robert Pfaff: Since we're about to relaunch the mailings this month, we didn't have any data on that specific issue, but I guess what we would like to know from ENs is relating to those things that ENs may be mailing to beneficiaries to generate business, what do they find most effective in response rates? That might be a starting point for us.

Keitra Hill: Thank you, and we just have one other question. The one other question is what is the criteria for the 60,000 mailings that will not going out? The criteria, I guess, for which beneficiaries are selected for that mailing?

Robert Pfaff: The criteria is right now between the ages of 59 and 56 that we're targeting. And mark added of newly entitled beneficiaries.

Keitra Hill: Okay, great, thank you, Rob.

Michelle Laisure: That's exciting. We're all looking forward to those discussions and the rollout of those materials in the future.
Just as an update, many of you are probably already aware of this, if you have tried to access the QBER, March the 6th, GovDelivery message was sent out to all the employment networks effective march the 12th the QBER report was no longer available and with that announcement it did include a new and exciting business process to eliminate administrative burden for our employment networks around access to payment information regarding beneficiaries' work and their wages. So we look forward to what that new system will look like and how it will be used as part of our automatic payment process with them in a new Ticket Portal.

 That's all that we have at this point on that topic. I would now like to move to our presentation from Ann Gordon from BASS, Beneficiary Access and Support Services team. Ann is going to walk us through a PowerPoint, their tool kit that they have developed, their tool kit available to Employment Networks.

Ann Gordon: Thank you, Michelle. This is Ann Gordon speaking and thanks for the opportunity to speak today. Some of the information that I'm going to talk about today you may have seen previously or hopefully seen our invitation to order free material through the choose weight site and I'll get to that URL toward the end of the conversation. The marketing strategy we are having today is really a good opportunity to talk about the materials we have on our site that can highlight ENs and Ticket providers as well.
There's a snapshot of all the materials we have available on our web site and I'm going to go through all of them and then show you how to order free materials.

 Moving into the agenda slide, just want to talk about what it is we'll be talking about today, the content and then special updates, new material we've added since the last time i gave this presentation to this group and of course announce the ability to order some of these free materials.

 All right, the next one is the introduction slide with my picture on it, we've already done that. And then on slide 6 -- I apologize, something got messed up with the format here of the background, but what it says at the top is service provider tool kit. It was created to support the activities of employment networks, vocational rehabilitation agencies and other disability focused organizations who may be helping beneficiaries on the path to financial independence. Our tool kit includes a poster, customizable flyers, fact sheets, success stories of people who have used ticket to find work in video format, other videos, wallet cards in English and Spanish, a newsletter article that's ready to go and ready for publication, online tutorials and learning modules which are a complement to our webinars, and branding. All right, next slide, service provider tool kit location. Where to find it? If you go to the choose work.net web site at the very bottom you'll see a link to visit the site for service providers. In that block of text you can click on the word, you can also download our service provider tool kit here. You can also find it by just using the search feature, if you type in provider resources in the web field is he top of the web site it will take you right there. Hopefully that's pretty clear.

 All right, the next slide showcases our 24 by 36 inch ticket to work poster. This is a standard large poster size. We have hard copies of these available for you to get for free. You can use them in large public spaces, reception areas, and you can also tailor it, there's a space for contact information, you can print out a big label with your information on it or use a sharpie to write in your contact info, but it's a really big piece that can be seen in big public spaces.
If you would like the print ready file to put your logo on it or add your information in, we can send those files to you. If you want to work with a commercial printer to get the posters printed with your logo on it and all of the instructions are there for that.
The next slide, and again I apologize, what happened to the background with this, the top reads, wallet card in English and Spanish. These are full color, they fold in the middle and the back side is blank which you can use a plain address label, an 2161 label, you can print out those and place them on the back of the wallet card, make it customized for your information, it lists information about the employment services offered by ticket to work, where to go for more information and offers a couple of basic take-aways like eligibility criteria as a ci or SSI and some of the protections in place that participation in ticket to work offers.
These are in English and they are in Spanish. Again, if you would like to get the print files for these, we can send those directly to you for local commercial printing. We also make them available in packs of 100 that you can order.
The next slide is a customizable 8 and a half by 11. We have it set up so you can download the Microsoft word files, mouse over the contact area on the flyer, enter your name and contact information print. It's the same concept as the big poster, just a smaller version. You can hang it in hallways and other public spaces.

 The next slide is a newsletter article. If you ever work with local organizations, a chapter affiliate of large disability related organizations, many of them have e-news letters or even print paper news letters that gets sent out in the mail. We created a basic customizable news article where you can put your name and information at the end of it and you are ready to go. It can be tailored but it's easy content be to use in other organization's channels to reach their membership. You can also use social media to help promote it.

 The next slide, fact sheets. We have several fact sheets on our web site. One is around debunking the three biggest myths. For most of us who have been working with beneficiaries you know there are fears around keeping health care, keeping benefits, continuing disability reviews and this fact sheet really debunks those myths and helps give the facts. If you need copies of these you can just download, print, keep them, you know, in your office or hand them out at events. A very good resource to have when working with the public.
The next slide, ticket to work online tutorials, we created online learning tutorials as a complement to our webinars. We realize there are family members who want to step into an environment where they can learn about ticket to work and what goes on with assigning a ticket and pursuing a path to financial independence and we created these short learning modules, there's 5 total, there are knowledge checks in there so they have either some kind of quizzes to help with information retention. They are on our web site so we recommend either providing the link to someone to use or if you have clients Ticket come into your office, they can sit down and complete these tutorials to educate themselves. They are a great tool for service providers to use with clients.

 The next slide, success story radio scripts. Every so often at the national level we will place a newsletter article or a newspaper article and a radio public service announcement at radio stations across the country, and we have the radio script available for you to use, we ask that you email us directly to get it so we can explain a little bit about the way it's formatted and make sure that you have what you need. We can give you a few instructions, it's a 60-second public service announcement featuring Rob McClain, one of our success stories, gives information about his path to financial independence in a very short period of time and is a call to action to direct beneficiaries to the ticket to work hotline and our web site and that could be tailored for your organization if you want, which is part of the reason why we wanted to talk to you a little bit if you want to use that script on your own.

 The next slide, like 15, are success stories. I just mentioned Rob McClain, we have a lot of success stories that run the spectrum in terms of disability type, disability factors and experience with ticket to work incentives and they are all pegged according to those characteristics with their stories. So we recommend either printing some of the pdf's here we have that are all ready to hand out at community events, hand out at a table and also videos, lots of videos of success stories in their own words, how ticket to work helped them.

 Slide 16 we have a number of logos, fields and ban inners to help you identify as an authorized ticket to work service provider. We realize that many beneficiaries who call the ticket to work help line get a list of employment networks who serve their zip code and we think it's a good idea for, you know, service providers and ENs to at least have something that associates them with ticket to work on their web site as those beneficiaries or their family members or loved ones may do some of their own due diligence to see if the organizations that they get on that list are connected with ticket and make sure it's not a scam. So we tried to make it easy for you to do that.
So there are these logos and banners on our web site, most of them are created to fit basic spaces on web site formats so you can right click, download, we provide instructions on how to use them and if you have any questions you know you can direct those to your EN specialist. You can rope us in to help with that too.

 Next is our video. Similar to our online tutorials, this is a 4-minute motion graphic piece. It doesn't have knowledge checks like our videos do but it follows ben on his path to employment. It mentions work incentive and you can have it looped, it's on our you tube channel, we can send it to you for playing in a dvd player or on a computer, we also have a very short version of this, it's about 30 seconds, it's just the basics of who is eligible and what ticket offers in the field office is, if you ever go to a field office with a system looping content.
Our next slide is new as of last week. We spent time taping a 3-part series with Kelly Juarez she explains Ticket with American Sign Language and we are promoting it to the deaf community. If you have beneficiaries who use ASL we have the video available on our web site, we can send it in cd or DVD format and it's just another way to help get the word out amongst this particular disability group.

 Slide 19 updates to the tool kit. We do update it periodically. We try to update to the listserv every time there's something new or newsworthy. If you don't follow up on Facebook or twitter and you have social media of your own, by following us you can get most of the updates we are making to beneficiaries and you can also repurpose that content on your own Facebook and twitter social media properties and that way you can have ticket to work content without really having to do much if you use it and share it and it appears in your feed, plus you'll find out what it is we're talking about that particular month or related to particular proods that we're putting together for beneficiaries.

 And slide 20, to the exciting announcement, we have had 339 providers order materials from us. If anyone on the call now hasn't, please do so. Go to www.choose work dot net/order and you can get wall cards, posters, the videos in the formats that you need. We will be shipping those out in probably late April. We plan to close the order form at midnight on April 10, you have a couple days to get your order in but we make this available at least once a year and an ad hoc, as-needed basis for ENs to get some of the beneficiary-oriented materials you need to use.

 Any questions I can take from the group? We also have the link right here for the provider resources. If you want to go ahead and book mark that, that may be the best way to do it rather than fumble around on our web site if that's a concern.

Michelle Laisure: Ann, thank you -- yes, we do have a couple questions but i want to say thank you for that overview. The tool kit appears very flexible and usable on very different levels of media so that will be a great resource to our employment network.
We have two questions, Kietra, for Ann.

Keitra Hill: Yes, this is actually one question with two parts. Is it possible to find out what radio stations are running that add and where they are and where they are running that?

Ann Gordon: There's probably no harm in you want to reach out to your local radio station and ask them to read the PSA on the air. There's probably no conflict at this time if that's what your concern is.

Michelle Laisure: Okay. Was there a follow-up question to that? Thank you again, Ann I'm sure you will have many requests coming through following the call today. Thank you again.

Michelle Laisure: Moving on to our next agenda topic, during our March call we had a demonstration of the ticket portal and we wanted to continue that conversation. We received so many questions and answers and we know that we had to conclude the call where we know that some of those questions were not answered during that period of time. We have posted the responses to many of the questions we received during the call. However, we thought it would be good just to identify major areas that were brought to our attention and to again have that conversation on the ticket portal accessing the ticket portal, a few payment questions, particularly around the fax machine, and some other logistical processes that we received concerns about.
So to begin with I have two of my colleagues here to help me with going through this list and again we're not going verbatim. I have Adelle Barr from Program Integrity and Debbra Tennessee from the payment department. Adelle, we're going to start with the Ticket Portal.

 There were several questions around how do I eventually gain access to the portal, what do I need to do to receive permission at some point in time when it goes live to gain access? What do I have to do?

Adelle Barr: Thank you, Michelle. There are a few steps involved and hopefully I can express them accordingly. Number 1 of course, suitability clearance must be completed. There must also be the registration of your mySSA.gov account with extra security.
Once those are completed then you want to contact your employment network service branch specialist or your ENSB specialist, or send an email to EN service at ssa.gov to let social security know that you have created your mySSAaccount with extra security and that you have cleared suitability.
Once that contact has been made what will then happen is your specialist will request your social security number and your user id .d additionally, you also need to complete your social security SSA form 222, which is your -- let's see if I can recall -- your security awareness form and just a reminder about that security clearance form, that is found on our Ticket to Work website and a reminder it is not a new form, it is actually a form that is completed annually by ENs but just as a reminder that's what will be needed.
And i did want to touch a little bit about suitability. I think sometimes that's an implied question. Usually suitability takes 30 days to complete, taking into krption that all the requirements have been submitted correctly and all the information requested has been submitted. So that could be an implied question to that. How long, that's all dependent on the information and how it's received. Hopefully that helps answer that question.

Michelle Laisure: I'm going back again because we did have so many questions on this topic. The ENSB, is their go-to person for anything relating to the access Portal, is that correct?

Adelle Barr: That is correct.

Michelle Laisure: As far as when the individual has received suitability clearance and they have created mySSA account, again, what happens after that? Who do they need to contact after that?

Adelle Barr: Their ENSB specialist directly if they already know who that is, or sending an email to enservice@ssa.gov and let them be aware they have completed those steps, the following steps would be from the specialist requesting the individual's social security number and the user id along with the security awareness form.

Michelle Laisure: Great, thank you. I'm sure we will still get more questions on that but it doesn't hurt to repeat them just for our Employment Networks listening in today.

 Debbra Tennessee, we know the security report is no longer available online. Can you tell us how well, as far as what we know right now, what information will be available or are we planning to make available in the future around that and how does e pay impact that process?

Debbra Tennessee: As stated earlier in this meeting, the QBER is no longer available. Social security will not create it for access by ENs.
However, we will be implementing an auto pay process in early summer and how that will work we will use qualifying earnings in Social Security's data base as a basis for identifying potential beneficiaries where there may be a payment available. And just so ENs know, QBER is not the only source of earnings information that will be accessed. Social security receives earning information from the IRS based on taxes that are reported, social security verifies monthly earnings and there are other earnings that are reported especially to social security for SSI beneficiaries so there are a number of sources where social security has earnings stored and this is a much better way because the QBER reports were just leads for earnings, but now social security will search all their data bases for potential earnings and these will be leads because at the very beginning we will still have staff working these cases. The Social Security Ticket to Work payment system will actually produce the earnings, the payment transactions, when I filed and but at the very beginning a search of all social security's systems will be made to identify earnings where they may be eligible for payment.

Michelle Laisure: Let's talk a little bit about faxing and uploading pay stubs. Can you give us an overview how that's going to happen with the new ticket portal? First off can we upload into the ticket portal and what's the impact of faxing the pay stubs?

Debbra Tennesee: I can't answer that because right now we do have a pilot on-going with the new ticket portal and with that pilot we are receiving payment requests through the portal. I want to tell you submitting your payment request through the portal is a much more efficient way of getting your payment claims into the system, into a queue and processed faster.
The question about faxing pay stubs, once an EN submits information in the portal for a payment request, it's basic information, social security claim number and selected claim method, at one point the EN can check off an option proof of earnings will be faxed in. The ticket portal does not have that capability.
However, apparently with ticket payment requests submitted through the ticket portal, ENs must submit evidentiary information. Since we all have an upload function in the ticket portal, once you submit your payment request you have the capability to at some point fax your earnings information in. So if you do, if you are faxing in information you must check off that box, proof of earnings will be faxed in.
Once that happens, the portal will allow you to print what we call a cover sheet for the fax purposes. That will be only one cover sheet. It will have what we call a document reference number. In essence that really is the work case number.
You provide information into the portal for a claim for us to process, the system will create a work case number for you. Most ENs are familiar with what that work case number is.
You still have to give us earnings evidence, so once you print off that fax cover sheet you can attach to that fax cover sheet or add to that fax cover sheet as many pay stubs as you want. However, you can only once that fax cover sheet one time. You could put 40 pay stubs behind that one, you can put one pay stub but you can only use it one time. Now, if you do that and you realize later on, oh, i forgot two pay stubs, I should have done this, remember this. You can only use that cover sheet at this time once. So if you have additional information that you need to send in, you must use the current Ticket MAXIMUS portal to submit your payment request either through that portal or you could fax them in to the awesome fax portal -- excuse me -- fax number. It takes a little bit longer to get those associated because it's not an automatic association like it is with the ticket portal. However, one thing i do caution you, if you are going to send in additional information for a particular work case that you have already submitted information for, if you're going to send us additional information through the awesome portal or fax into the awesome fax number, please know at annotate on your cover sheet the information so we can associate the additional information with the current work case.

Michelle Laisure: Thank you, Debbra. Adelle. IWPs. What is the function now within the Ticket Portal? How is that going to be handled?

Adelle Barr: What will happen -- this is more of an impact for new ENs because the expectation is we still need to review at least the first 10 IWPs from a new EN and they will not at this point being able to upload that into the portal so those will still have to be faxed to our awesome number. That is the impact. Otherwise everyone else can submit that information right online and have their Tickets assigned.

Michelle Laisure: Very good. The future of a voice recognition system, can you give us an update on that? I know it hasn't changed but is it going to be available in the future?

Adelle Barr: Right, it hasn't changed however the IVR will be discontinued once the Ticket Portal is rolled out.

Michelle Laisure: Will all the previous ticket assigned history information in the old portal, our secure portal now, be transferred over to the new Ticket Portal?

Debbra Tennessee: Yes, as we know it all of your assignment history will be in the new Ticket Portal.

Michelle Laisure: Thank you, Debbra. For the sake of time we're going to stop with the overview, the major questions, we had several questions additionally on payments but I know we have an all call payments call later in the month and many of these questions will be addressed during that call and how they will be impacted through the new Ticket Portal.
We will now go and see if there are any questions we can share with the audience today. Kietra.

Keitra Hill: We do have a number of questions and thank you, everyone, for your questions. The first question is, is it possible to promote Ticket to Work in the local SSA field offices or to the local WIPA?

Robert Pfaff: Yeah, this is rob. It's ironic because when we were engaged in conversation with the field offices I believe we can find out for sure, but there are some pretty tight policies about information that can be displayed. From what I understand, whatever is displayed in the field office has to go through a process and it is SSA materials that are displayed in field offices. So proprietary things, you can imagine a field office with as much traction and traffic that they get, they would be the target of a lot of solicitation efforts if the general public were allowed to go there and to promote their various businesses because of all the people that come in and out of those facilities. So they have to limit, they have to place limits and they are pretty stringent limits on what is displayed and i know even for us programmatically for the ticket to work program, when we discuss putting our own materials in those offices we have to work with our operational components to get approval and so forth.
I know that i believe that the ben video that was shown during this presentation is on some of the monitors, TV monitors and so forth in the field offices nationwide. I don't know to what extent that's shown in every single field office and I can't give you an idea of how often that's shown every day, but I know that that information is out there.

Michelle Laisure: Thank you, rob. We actually have one additional question we would like to bring to your attention.

Robert Pfaff: Sure.

Keitra Hill: The question is when is the first marketing summit?

Robert Pfaff: We will get back to you with a date for that. We are putting together in addition to a schedule we are also working on the format for those meetings and the agenda as well, so stay tuned, we will communicate that to you when we have that information available.

Michelle Laisure: Thank you, Rob. Operator, we'd like to take a few questions from our callers.

Operator: Thank you. At this time to ask an audio question please press star 1 on your telephone key pad. Your first question comes from Sharon Newman.

Sharon Newman: Yes, it's off the grid but I haven't received my 1099 yet. How do we go about getting a copy of that?

Debbra Tennessee: What EN are you with, Sharon?

Sharon Newman: I am with the Alliance of Diversity.

Debbra Tennessee: Please contact your account specialist, we have provide the account specialists at MAXIMUS that information as far as how to go about getting your 1099's.

Michelle Laisure: Thank you. Next caller, operator.

Operator: To ask an audio question please press star 1 and there are no further questions at this time.

Michelle Laisure: Oh, all right. We'll go back to our chat line questions.

Keitra Hill: The next question is back to the comment that were given about the robo calls. In which region are the robo calls being made, which regions of the United States are the robo calls being made?

Robert Pfaff: This is rob. These calls are national calls so they go out nationwide.

Keitra Hill: Next, is there a limit on the number of items that can be ordered with the free marketing materials? Is it still 5 per each item?

Ann Gordon: This is Ann Gordon. We offer the wallet cards in packs of, they come in packs of 100 and I think you can order up to 600 total. You can pick whichever combination you want, you know, 100 in Spanish, 500 in English, and then I think for the posters it's probably 5 but if you need more, just send us a note at choose work.gmail.com and we can get you more. It's not a big deal.

Michelle Laisure: Operator, do we have a call?

Operator: We have a question from the line of Les Robertson.

Les Robertson: This is just a general question about All EN Calls. Is there any thought to returning the All Workforce EN Calls? With a news letter we can't really ask questions and participate.

Michelle Laisure: We will take that under consideration. Can I ask you, which force work agency are you calling from?

Les Robertson: Managed Career Solutions in Los Angeles.

Michelle Laisure: Due to attendance and demand we were basically identifying the need and so that's something we can take under consideration.

Cara Caplan: This is Cara from SSA, actually we are not going to have those calls because there used to be a special work force agreement, BPA, now you are under regular EN BPA so you are included in these calls. You can ask whatever question, we can address your needs in this call.

Les Robertson: Okay. That answers my question.

Keitra Hill: Ann, I had another question for you with reference to marketing materials. The question was, can these marketing materials be sent to two different locations?

Ann Gordon: This is Ann speaking. I think our form asks or requests that it goes to one specific address just for shipping simplification purposes. What I would recommend is you put in two orders and behind your name just write one of 2 and then two of two so we know you're putting in two different orders to go to two different addresses. Does that make sense?

Keitra Hill: Yes, thank you, Ann. The next question I have is what is the process if you choose not to use the new Ticket Portal?

Adelle Barr: That is a very broad question as far as what are your options.

Cara Caplan: SSA will take it. If you choose not to use the portal, then you will of course be able to send in your payments and your ticket assignments through fax, the old paper process, but you will be giving up some of the privileges that you currently have. You won't be able to get your reports or things like that because you should be getting those through the portal. So if you choose not to use the portal, you know, the only thing you will be able to do is ticket assignments and payments.

Judy Sanderson: I’m curious, I know it's been asked before and I thought I would ask again, any projected start date for the new portal yet? After the pilot is done.

Robert Pfaff: Anticipated late spring.

Judy Sanderson: So it's still pretty loose. Okay, just curious, thank you.

Michelle Laisure: Do we have another call?

Operator: There are no further questions at this time.

Michelle Laisure: No further questions at this time? No other questions on our chat line? All right, any closing comments from social security administration? We will then say thank you all for attending the call and we will have our next call on Tuesday, May 7.

[Call Ended]