**All Employment Network Call**

**3 – 4 p.m. EST**

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Operator: Ladies and gentlemen thank you for standing by. Welcome to the national all EN conference call. 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 one on your telephone if you need to reach an operator at any time please press star zero. As a reminder this conference is recorded August 6, 2015. I would like to turn the call over to Michelle Laisure to begin. Please go ahead.

Michelle Laisure: Good afternoon everyone. This is Michelle Laisure, EN Development and Training manager. We would like to welcome you to the Thursday August 6, All EN Call. To kick off our call today I will be walking you through just very, very briefly high level information as it pertains to the GovDelivery messages you received during the month of July and actually one that was released in august. We just want to bring to your attention very important information we believe needs your attention.
Followed by that we will hear from Cara [Caplan] and Desiree Fitzgerald with a ticket portal testimonial from Heather Miller Easter seals from Nebraska. Followed by that we have an effective practice presentation and a marketing summit update by Rob Pfaff and to begin our call I will start with a few of the GovDelivery announcements we want to bring to your attention. On July 1 we issued an update on the suitability guidelines and we actually had an update on July 27th. So I will speak to that when I get to that date.

 So just stay tuned on that issue. Shortly after that we had two GovDelivery messages on the e-pay process and Desiree Fitzgerald will provide you an update on that update, on that particular topic. On July 9 we released a ticket portal payment
fax cover sheet requirement. We would like to bring this to your attention. It's very important to those of you using the new portal you must generate a fax cover sheet each time you fax the document. We must have the bar code it in order for it to be processed correctly. So please take time to generate that fax cover sheet. You can find the information on that and the steps in the ticket portal user guide on page 56 and 57. Again that's the ticket portal user guide on 56 and 57. On July 15th we released the new encryption pin and password.
Many of you are very familiar with this but just again as a reminder to use the encryption you must use ttwe, the alpha letters first with your contract number. Again that is your four digit contract number. If you have any questions where to locate that and you can't find your awards letter please contact en services -- sorry, en serve with an e at ssa.gov. Thank you on that one and we are posting that on the chat line just in case you need that address. On July 27th as i spoke earlier during the equip web based system is not available at this time and we are bringing to your attention and this GovDelivery message is posted on the ticket website.
There are five documents that you need to pay attention to in terms of submitting all the required information for the suitability process. All five
documents are listed and made available on our website and they can be located on the ticket website in the forms section and we will post that on our chat line. Please do not send any of these documents separately. They must be all submitted at the same time.
We're asking you to please make copies for your records. Again please make copies for your records. If you have any questions or need fingerprint cards or to check the status of your submission please do not hesitate to contact enservice@ssa.gov or if i have any vr ens on the call please submit your questions to the en helpdesk at ssa.gov. No action is required by the ens on this particular update that was released on July 28th. Basically it's just to let you know that we are -- the annual beneficiary access and support services program manager is conducting their survey and that survey as you know goes out to the beneficiaries who have received services and it only pertains to the ens as far as who the beneficiaries are contacted for that. We would like to bring to your attention we do have august 6 two remaining ticket training Tuesday sessions in august. One on august 11th and one on august 18th. And we're really excited about this series. This is the first time we've been able to schedule them back to back. The first one is the essential tools for success part one and then we have essential tools for success part two.
Again we're excited to bring this to you. We have had a lot of requests for this. The information provided in these webinars are really building the business of operations for our ens. So please schedule that if you have the time available.
For those of you that have access to the ticket portal and that number is growing every day so we're really -- that's good.
Thank you for pursuing and getting into our ticket portal.
We have scheduled sessions, two remaining sessions -- three remaining sessions august 12th, august 19th and august 26th. So three sessions are remaining on Wednesday. Those sessions are from 3:00 to 4:00 on Wednesday and even if you've called in once we have heard from many ENs that it's very valuable information so please make time to call in even if it's just to hear the conversations on accessing the ticket portal.
Again you do have to have your welcome letter. You do have to go to the secure portal site to obtain the user guide. Right now we're on version three which was released on July 24th. So -- and we've added that as a footnote on our user guide. So if you have the first one that was released sometime in June there has been a more recent version of that. So please go out and get your copy of your user guide. And with that -- with that I’m going to turn it over to Cara.

Debbra Tennessee: Excuse me Michelle? This is Debbra Tennessee. I wanted to add one point or emphasize one point before Cara speaks and it's about one of the items you mentioned, the fax cover sheet.
I want to emphasize the point that when you create a fax cover sheet and when you submit documentation with that fax cover sheet make sure that fax cover sheet that you create from the portal is on top and not your business fax sheet. If the fax cover sheet for the portal is not on top your information goes to another office who has nothing at all to do with the portal or ticket. So just make sure that fax cover sheet that you generate is listed on top when you submit your documentation. That's all.
Thank you.

Michelle Laisure: No thank you Debbra. In response to many of the questions on the chat regarding the ticket portal user guide we cannot post that web link. You must again go back to your welcome letter, the information is included in your welcome letter given the security around the information or accessing the ticket portal we cannot publicly release that link.

Katie Streibinger: This is Katie Streibinger. I wanted to jump in. What is written on the text chat window is a little confusing. It says access the cover sheet inside the user guide. The user good is how to use it and the fax sheet is dynamically generated when you're in the portal. Just wanted to make that clear. So you do -- we do encourage you to go to the secure site and instructions for logging on to the secure site are in that welcome email you received on or about June 15th or when you were registered he should have received a welcome email from us and that has all the information you need including accessing training materials and that will lead you to a link to our secure training site where the guide is located. If you go to the site that has the most recent updated copy of the user guide. So you need to go to a secure website to get the user guide. Thank you.

Michelle Laisure: No. No. Thank you. I appreciate the clarity. That's why we went through the GovDelivery messages. We had a lot of important information and just wanted to bring that information back to the ENs. So thank you Katie. We're good?
Okay. Cara.

Cara Caplan: Good afternoon. We are getting many requests for people to register in the portal. Two things, please make sure you have your extra security. A lot of people are registering at my ssa.gov and not asking for the extra security. We cannot get you in the portal without it.
Secondly instead of contacting your ENSB service person directly because we've had staff change and, you know, we're down staff at the moment we've created a helpdesk just for registering in the ticket portal and that is ticket portal at ssa.gov. So if you can send all your requests to that address we would appreciate it. Ticketportal@ssa.gov.

Desiree Fitzgerald: I want to follow up on Michelle's mentioning of the GovDelivery message you received on e-pay. Last week we sent a GovDelivery saying we were going to begin processing those payments.
Those are the payments that we intended to initiate to all ENs based on earnings in our records without you having to request them. This is a service that existed for certain ENs and we were extending it -- this was the one we mentioned back in the spring. But i wanted to give you an update because we've experienced a delay in finalizing the file for those payments. But I want you to know that we are poisoned to process those payments in record time when we receive it. But for many of you there's no special impact of the delay because you will be receiving or having initiated payments for the first time. However as part of this move the e-pay for all ENs we are eliminating certification payments and some of you knew these as auto pay one or two or uap1 and two. But at any rate these certification payments were payments to an EN even in the absence of earnings in our records for the claim month as long as there was an indication of past work or a pattern of work. Just in the way of background we began making certification payments as a customer service gesture several years back and, you know, we have different rules today then we did when we began but we felt that as we moved to paying based on earnings in our records that this would be the time to change things, especially since payments are coming out of the di trust fund and that fund is pretty much depleted by 2016 unless there's some congressional action to extend it. But we also wanted to make sure that -- that you are aware that we are sensitive to the fact that you have been receiving payments on a steady basis in a monthly file. We've heard from various sources about this. The June monthly UAP file was the last file we processed and we didn't process the July UAP because we expected to have the new e-pay begin at the end of July. One of the significance to the end of July was we would get the quarterly data and also that's the time when we start getting an influx of annual data for the prior closed year. So it was important to wait for that data to hit our records last week before we could run our file.
You know, of course there will continue to be data quarterly and the prior year data continues to come on throughout the end of the calendar year.
But we understand that this has created a financial dilemma for ENs who were getting those monthly files to have missed the July payment file. And we're sensitive to the fact that many ENs are small businesses. So we will process the e-pay as soon as possible and we're going t to analyze the results and we're prepared to make necessary adjustments based on the impact of the file. This would be our first run, you know, n those receiving the certification are getting payments in advance of the earnings materializing so that dynamic will play into moving to e-pay once we are processing based on earnings that hit our record. There will be some lag time on those claims where you have been getting advanced payment but we're using much more earnings data then the e-pay file used and we are paying milestones as well. So we're hopeful that you will still have unpaid claim months that, you know, give you, you know, a good cash flow but we are prepared to remain nimble concerning how this change affects your cash flow. So for those who are receiving certification payment we will process these payments and then we will look at them and consider whether we need to do anything different concerning the former certification files.
But for the rest of you who are going to be getting e-pay we will be looking also at your payment records and seeing how this is changing what we do, you know, in a positive or negative way. So we will continue to evaluate how this transition is going. Michelle I think Heather's schedule conflict requires her to need to go next.

Michelle Laisure: Yes Desiree thank you.
Actually that's a perfect segue way into the good points, the beauty behind using this new Ticket Portal. Heather Miller from Easter Seals in Nebraska is going to share with us her thoughts about the utilization and the effectiveness of getting in there and being comfortable with all its new features.
Heather.

Heather Miller: Hello thanks for having me today. Like they said I’m Heather Miller. I work in the Ticket to Work Program for Easter seals Nebraska and we just serve individuals in the state of Nebraska. And I appreciate you guys asking me to
share my experiences because my experiences have been very, very positive so far with the new portal. We were ready to go I would say a good month or so before the portal went live on so day one I was on the new portal and doing the operations and kind of tinkering in and out in there to kind of see, you know what the new portal was offering and it's just been phenomenal. I think -- I feel like it's easier to navigate than the portal we used previously. The data I’m able to pull from the new portal is a lot better and in a lot better format for my needs. You know, pulling my current assignments knowing that they're real-time and that I may not be missing one or two here or there has been really helpful for us. And I think the biggest thing that's been a positive with this new portal is I would guess, you know, in the past I would spend probably 70 percent of my time solely on payment related functions. So whether that be -- you know, requesting payments, following up on payments, following up on more information to get a payment, making sure the payment hit the bank and now I probably spend 10-15 percent of my time doing payments because of the new portal. I can tell you I won't be hiring another part-time staff member to help in my department because i don't need that person anymore because -- solely because of the ease of payment processing with this new portal. My payments are coming in into the bank actually hitting our bank probably within two weeks of any request that I’ve ever done. They instantly show up as pending payments so there's no wait time there.
They instantly show up, you know, two or three seconds after I hit submit. The fax cover sheet is simple to download, print out. It's very clear how you're supposed to submit it and where you fax it to. And I think maybe one time I probably forgot to fax one of my payments in. I got notified the next day I faxed it in and the payment hit the bank in one or two days.
So the things we've seen have just really kind of changed the way we do business and changed really our long term plan for staffing our program because we don't need as much administrative types support as we used to because of the ease and the quickness and the real-time of the payments posting to us. Like I said I really appreciate how it's a real-time feature on the new portal. When I assign a ticket I can go right into my current assignments and that ticket's there. There's been no issues there. Same with unassigning tickets. I’m trying to think what else here I wanted to add.

 The print assign list that's in the new portal one thing I spend a lot of time on in the old portal was the EN payment summary report and trying to go through and alphabetize everything and put the payments in order and see where my last payment for each client was and what's great about the new portal is I can go into the currently assigned list and pull up the names in alphabetical order there in that data I can download into an excel spreadsheet is the last claim month paid for and assignment date and any other information about that client. You can go directly from their name into request a payment or do pretty much anything directly from your assignment list. So we have been just ecstatic and it changed our outlook on staff because we're not going to need another person to help with some of the administrative burden that used to be there with the older portal and the old method of requesting payments. We were involved in universal auto pay before the e-pay and i did notice instantly when that new portal came live that we were very quickly receiving universal auto payments on all of our clients that were passed that first outcome payment.
Reconciliations are faster.
Everything is just so much faster. We've been very, very happy with what's going on.

Michelle Laisure: This is Michelle. That is awesome to hear how well you've actually really taken the time to learn it and learn it very well. And understanding the benefits of it as far as your day-to-day operations so thank you so much for sharing that with us. That's important for those that are getting used to the user guide, getting used to getting into the ticket portal.
If you spend the time it definitely sounds like it's a very -- it's beneficial to your organization.

Heather Miller: Yeah. And we found it's very user friendly. It's very easy to navigate through the new portal. It's very easy – I can tell you one hint, never hit the back button by your browser where your web address is because it will pump you out.
That's my biggest hint on using the new portal is don't ever hit that back arrow. But you have to do that a few times then you'll remember not to do it again but it's just been wonderful and I’m glad you gave me the chance to spread the word.

Michelle Laisure: No, thank you and that's a helpful hint. We'll make a note of that. Don't hit the back button.

Heather Miller: No don't hit the back button.

Michelle Laisure: Thank you Heather. Cara I would like to go back to the new helpdesk that you mentioned. We would like to put the address on the chat line for those who are having -- can't remember or cannot locate their welcome letter where n they need to send their request. Can you share with us that address again?

Cara Caplan: It's on the chat line and it's ticketportal@ssa.gov. All one word.

Michelle Laisure: Tgreat. Thank you. Thank you for those updates. I have just one other update. The All EN Payment Call is scheduled for Tuesday August 25th at 3:00. Just wanted to add that to the list of opportunities for our ENs to get updated information on operational procedures. Now at this time i would like to turn it over to Melissa Stipa who will be presenting our effective practice presentation. Melissa.

Melissa Stipa: Thank you. Good afternoon. My name is Melissa Stipa and I’m an account specialist with the operation's department manager.
We welcome you to today's presentation workforce innovation opportunity act, what's in it for Ticket Holders? We have three key partners who will share common goals and collaborative processes that have come together as a result of the new work force innovation opportunity act provisions that allow ticket holders to access to training services linked to in demand employment opportunities. And I would like to briefly introduce you to the first speaker. Susan Webb is the director of ABIL Employment Services, one of the most active ENs since 2002 when the first tickets were mailed. Susan was one of the original advocates working to get the ticket legislation signed in December of 1999. She served for three years as one of the first 12 presidential and congressional appointees to the ticket to work advisory panel during the first implementation of the ticket to work program. Susan is one of the cofounders of NENA and one of the coordinating committee members of the employment network advocacy coalition working on SSDI reform to ensure that the EN voice is at the table as these reforms get made.
Susan thank you so much for joining us today.

Susan Webb: Hi Melissa thanks for inviting me to be here and I want to thank OSM for having this and I’m delighted to share some thoughts today on the WIOA with my colleagues and other ENs so thanks again for the offer.

 Next slide, please. Today's objectives are to build on previous best practices presentations. We've all heard a lot about section 503. In fact I’ve done some of those myself. We heard about partnership plus, partnerships with the American Job Centers.
And today I want to build on those to bring together how the new provisions of the work force innovation and opportunity act are useful to us as employment networks. And I’m also going to provide you with the tools needed to replicate it in your state. Next slide, please. One of the problems we have with accepting tickets and getting our ticket users into jobs is that they lack marketable skills. They don't have current skills that employers are willing to hire them for and we all know this. Because of that that's one of the reasons employment networks do not accept the vast majority of tickets that contact us. That was made clear in a report that NENA presented in 2013. In 2014 I checked our own staff and we screened 439 ticket users who contacted us and 43 percent did not have current or marketable skills and that was the reason we were not able to accept their ticket. Then we heard I believe in March that the Social security administration's satisfaction survey for 2013 cited one of the biggest areas for improvement for ENs is to offer wider job training and educational opportunities. Then just to drive the point home even further there was a new report issued in June of 2015 by the Kessler where they interviewed people with disabilities who were working to ask what was their initial barrier and the largest, 41 percent said their biggest
barrier was not enough training and education. So clearly there's a need here that needs to be resolved and i think in Arizona we've done a lot to do that and that's what I’m sharing with you today. Next slide. So the work force innovation and opportunity act WIOA replaces it is old work for investment act.
You may recall I believe it was 1998 that that took effect and that was what established what we know of as the one stops or the American Job Centers. And now the WIOA includes some really new provisions and I’m so excited to share with you today that really makes a difference for our participation with the partners. And particularly the section I show you there section 121 names additional partners specifically as employment and training programs administered by the SSA including the ticket program. So we're right there in the statute. And what that -- the importance of that is that when you go to work with your one stops you can point to that statute and say, hey, you know, we're supposed to be working together. Here it is right in the statute. But there is in general much more emphasis in the adult education sections of WIOA to serve people with disabilities and those who are long term unemployed. And I believe the definition of long term unemployed is anyone who hasn't worked in at least six months and clearly our ticket users fall within that parameter. Next slide, please.

 This is one area that I also am very, very excited about. One of the challenges we've had in working with the one stops over the years is that very often getting them registered and through the process if we can get training at all was that they had to go through a lot of redundant services that we had already provided and so here in the statute itself it says that a one stop operator or a one stop partner shall not be required to conduct a new interview, evaluation or assessment of a participant if the one stop operator determines that it is appropriate to use a recent interview evaluation or assessment conducted by another education or training program.
So again right there in the statute we can point to that and say, hey, you know, we've already done this. Can you fast track this person and help us get them directly to the training provisions and not have to go through a lot of stuff that's redundant and also that uses taxpayer money that doesn't have to be used twice. Next slide, please. The department of labor issued a report -- a guidance letter on July 1 and again if you just google that heading I’ve got there you will find the full report. But again this is a tool you can use because it says specifically on page six that it is no longer necessary for there to be a sequence of services to access training that the one stop staff may determine training is appropriate regardless of whether the individual has received basic or individualized career services first. If any of you have tried to work with the one stops in the past to get your ticket users into some training programs this was a huge time waster for us. It's not that their services aren't good. They really are. At least they are here. That's been my experience. It's just redundant in a lot of cases and as you know many of our ticket users are well experienced in working, they don't need job readiness counseling or workshops and so those can now be bypassed whereas they were not able to do so before.
Probably the most exciting aspect of this however is this next bullet and that is that training services must be linked to in demand employment opportunities in the local area or planning region. I don't know if you understand the significance of that but that means that all those previous course that is are still there if you need them but we don't have to go through expensive and time consuming courses that aren't related to a specific job. So I’m really excited now to introduce you to our next speaker. Can I have the next slide, please, Melissa? Chris Menapace is the director of professional education for Maricopa corporate college. Her department champions the outreach for work force development programs for Maricopa community colleges which is a WIOA training provider and part of the largest community college district in the United States. Chris will you tell us about your programs and how it's different from really anything else that we've had in the past and how that really meets the job specific in demand employment opportunities that's referred to in the WIOA?

Chris Menapace: That's great. Yep, thank you Susan and thank you for inviting me today. This is a great opportunity. Yes you're exactly right. Maricopa corporate college was actually started just a year ago even though the Maricopa Community Colleges have been around for a long time and it was really because of that need that they saw out in if our community that we're really needing to help people get back to work right away. So what we have done is if -- we'll go on to the next slide here where we're talking about professional education and getting back to work. What we've done is we've taken all of the courses we've had at our sister colleges and brought them under one umbrella mainly for the purpose of ease and for our people that are looking to get back to work that they just have a central location to go to. But what we have done actually also is what you have highlighted is we've taken a look at the community and looked at really where there was a need. And the nice thing about the corporate college under the Maricopa community colleges is we can be very nimble. We can add classes, take them out, put them in, add new programs, add new certificates, really based on the need in our community. On the slide I’ve highlighted just a few career training. So we do have career training that's directly related to jobs out in the job market. We have micro skill courses because we run into so many people that are either re-careering, they've been down sized and now they need to find a new job and they may be missing just one or two skills.
So we have a library of about 400 different courses that are just these micro skill courses.
In six weeks these are online courses that are still instructor led that can get somebody that micro skill course that they can put on their resume. The next item here is the on-line career high school. It's an on-line high school that you actually get your diploma and there are eight employment tracts that you can take at the same time. The last item on this slide is Maricopa community colleges has their own career planning system which is free to anyone who wants to use it. There's actually two sides of it. There's the student side that they can go in, house all their information, look for jobs, take assessments and then see really where their skills, what kind of jobs it connects them to then we have the other side that is the job side that the we have employers in our area that can go in and post jobs and connect to the students that have put their information in there. Next slide. Our in person career training and this was definitely born out of the need in the community and this highlights our wheel of funding courses that we have over 60 programs right now that are wheel approved and for the funds that they are on the EPTL and are available to anyone that wants to use it. But they are directly tied to needs that are in our community. And here again we're always reevaluating these for if we need to take programs off and add new ones on and I’ve just listed a few here at the bottom, the pharmacy tech, veterinary assistant, dental assistant, web developer, security institute, EKG technician, medical billing and coding. And all of our programs are very quick. They can get people back to work within a couple months. They are all -- lead to an industry recognized credential. So we want to make sure that the employee walks out of there with a credential that they can take to their p employment. One that I will highlight is the web developer the program was put together with two employers. So they have the need to fill about 40 web developers but they weren't able to find the right skills that they were looking for so we put together a 12 week bootcamp then at the end of the bootcamp they can sit for credentials but they also interview with the employers. And the nice thing is as we're going through the program the students actually work on projects for the employers. So they're seeing if their skills will be transferable or not and really helping them get up to speed.
Next slide. So a little bit just to highlight the micro skills that we have, the on-line courses. I really personally love these because they are on-line but they are still instructor led. We're finding a lot of people who are re-careering, maybe have been down sized and need to get back right away. If they've been in the workplace for 25 years and now they've been down sized they may not be good at that on-line modality and taking classes.
They may be good at on-line and computers but it's different to get into the on-line modality and take classes. So these are still there on-line so they're very user friendly for our job
seekers but they're still instructor led. So every week it's a six week course. Every week and the instructor sends them two lessons, follows up with them, helps them get through it so they can earn those skills that they really need in an area that really works for them. So they can do it on-line at their time. And I’ve highlighted just a few here but as I said we have about 4 400 of them. So it's quite an extensive library. Susan thank you for letting me be here today. This has been extremely rewarding working with your department and helping people really realize the skills that they need to get back to work.

Susan Webb: Thanks Chris. I really appreciate you're being here and sharing with ENs across the country the kinds of direction that you can expect within your own community college districts. And hopefully you can go back now and find the same type of training available within your own area. So next slide, please, Melissa. What happens after training? Okay now we've got them trained and we know from the previous training we've done in the best practices series that we got excited about section 503 because it represents 600,000 jobs in the next couple of years but what we're finding is even the largest EN simply do not have enough candidates to fill a fraction of those jobs. There's absolutely no way for ENs individually to establish relationships with all of them, certainly with some but even then it does limit the choice for your ticket users in terms of who they work with. It's simply not possible. Yet they do represent 22 percent of the work force then let's not forget there's that other 78 percent.
Clearly with all the jobs that are out there now with the recovery of the economy there's a serious need for collaboration and efficiency. Next slide, please. So what we've done in Arizona is we're using the state job exchange as what I’m calling our water cooler. State VR agencies and AJCs both have business service liaisons whose sole job is outreach. The business service liaison social security are not the partnership plus folks. So we're branching out to something completely different from that and that is to establish the relationships with these folks and essentially ride their wave instead of creating our own. They do a lot of webinars, virtual job fares, all kinds of things they do all the time and by establishing a partnership with them it's an opportunity to sit in and enjoy the fruits of their labors and meet the employers that way.

 Every state has a job exchange where employers post their jobs and candidates can post their profiles and their resumes. So if ENs and State VR agency and AJCs and other providers gather the candidates we great a central place for everyone to meet and by doing so employers see us all as valuable resources. Next slide, please.
Because of my relationship with the AJC business services liaison I get 15,000 new job orders across my desk every single week. That's 60,000 new jobs every month just from that source. It can be overwhelming quite frankly but boy it's such a treasure trove of great information. And that comes from their efforts at getting employers to post their jobs on the job exchange. What we also do then as another element within that is help our ticket users get registered on the job exchange as part of our job search and placement process.
And they're able to post up to eight separate resumes on the job exchange. But what about disclosure? We're all concerned about that. And using the job exchange for 503 because it's not just federal contractors who post there. So in Arizona we've established untapped Arizona to bring us altogether. And what I’m going to do now is to introduce Ralph Serpico. Ralph is the CEO of untapped Arizona and he comes with over 20-years experience in senior management in a variety of nonprofit organizations. What Ralph has done and heel explain -- actually I have to tell you ralph was not able to be here with us live today so he graciously recorded his part of today's presentation which we will play for you now. But what ralph has essentially done is convened a number of us in the provider sector to make recommendations with regard to disclosure and how we can make the job exchange protect that privacy but allow disclosure where it's advantageous to our ticket users. So at that point
Melissa if you can go ahead and play the tape of ralph. You're on speaker phone on their end so I want to warn everyone that it may sound tinty and might have to listen closely but we tested it out and it should be fine.
Melissa go ahead and play that if you will.

Ralph Serpico: Hi I’m Ralph Serpico I’m the CEO of untapped Arizona. It's a program from the planning council. Essential our mission is to provide services and technical assistance to businesses in meeting their work force needs by recruiting, hiring, retaining and promoting people with disabilities. We're in the process of becoming the Arizona affiliate of the business leadership network and for many of you in the states where you work there are business leadership networks that you can interface with. We are a part of a public/private hip and we were funded by the Arizona developmental disabilities planning council and each state has a developmental disabilities council and a state work force system. So as you can see we're part of several key partnerships. We started with the Medicaid infrastructure grant and a partnership with the think beyond the label campaign.
And our platform basically directs job seekers and businesses to the state labor exchange which is here in Arizona the Arizona job connection and that's basically where we have companies posting conditions and we have individuals throughout the state go and create a resume and apply for jobs and use that platform.

 We use that as a centralized place for both businesses and job candidates with disabilities to meet their work force needs.
And several of the key components of this process around the Arizona job connection are the voc rehab providers, educational institutions, the ticket to work employment networks, the various behavioral health associations, the veterans and all of the organizations that work directly with job seekers as untapped Arizona does not work one on one with job seekers. What we do is we direct both the job candidate and the business to the state platform. We have several exciting enhancements to the Arizona job connection that I would like to share with you and one of them is to provide options to empower job seekers on when and how to choose to self-disclose or not to self-disclose and the second is what time in the process would they like to self-disclose and to whom do they want to disclose to all employers or to only federal contractors or not at all. So we're in the process of developing that in the infrastructure. And again I would like to thank you for letting me share some of these ideas with you and I wish you good luck in the good work that you're doing. Thank you.

Susan Webb: And we want to thank Ralph for presenting that. But I would like to take just a moment to go back and emphasize his last slide. He didn't go over this very much and of course we are -- or in detail and we are very concerned about disclosure and I said Employment Networks, VR, employment institutions and others we're very instrumental in designing what we thought would be appropriate for disclosure within the job connection and what we came up with was the I have a disability, I would find it helpful to have special tools, et cetera, I do not have a disability or I prefer not to answer. I want to address that second one. There was some real heart burn over that one. It turns out that because the job exchange is a federal program they have to ask whether a person has a disability but they never have disclosed it to anyone before. And because of that very few people will self- identify. They were thinking that by putting this in there it would be kind of a back doorway to get people to disclose.
Honestly I have a problem with that and I will leave that to you as to whether you want to advocate that within your own state. But they are advocating for it here and I just wanted to point that out to you. This part though is particularly exciting and that is that if you do self-disclose you have the option of automatically and again we're talking just that you have a disability, not what it is. But to all employers only the federal contractor employers to all employers including federal contract irrelevance on a case by case basis or never disclosed at all.

 So I wanted to emphasize those particular things. I know that's really important to all of us. Next slide, please, Melissa. So let's pull it altogether. How does this all fit in together? I’ve listed here some tasks or some processes that you might want to put into your service provision model. These are not a progression. They're just things -- they're pieces you might want to pull together, do some and not others. But in putting your ticket user profiles in the state job exchange is a normal part of your services, identify training needed and reviewing relevant tracts by those offered by Maricopa corporate college.
Register the ticket users for AJCs and establish ongoing working relationships with your VR and AJC business liaisons to reach out to employers. Request your AJC liaison to send you their new job blast like I told you the 15,000 we get. Advocate for an entity like untapped Arizona or establish a relationship with your vln to perform that function and advocate with the state job managers for options. Next slide, please. So our outcomes so far, um, we have had four of our ticket users graduate from the web developer training that Chris talked about and one is going through the class now.
I’ve used these examples because we have another one taking medical billing and coding and she's doing that through the regular community college then we have another who is taking a project management course through still yet another WIOA approved private college. So I just use that is examples to indicate the diversity of the training opportunities that you can offer. But at any given time we have about 20 percent of our ticket users in some sort of training and because of this new option and the new provisions of WIOA we're finding that we can accept far more ticket users now than we were able before and to get the marketable skills that they need. I will tell you there is one drawback that we have found thus far and that is even with the training and certifications it's sometimes hard to get them placed even then without experience already.
So we're overcoming that hurdle right now but just i want to make sure you understand that it's not a panacea but it's better than then it used to be.
What we found is a 14 percent increase in our placement since January and I can't point to anyone of these things responsible for that but clearly we're doing something right by accessing all of these resources. Melissa thank you again for the opportunity and to be here today.
That completes my presentation if you want to put up the next slide myself and Ralph and Chris have agreed if you have any comments or questions we've posted our emails there for you to be able to contact us directly and again I look forward to hearing from any of you and thank you again for being here today.

Melissa Stipa: Susan thank you so, so much for being here today and taking the time to share your knowledge with the EN community. We really, really appreciate everything that you've shared and the guest speakers that you've had come in and even though ralph couldn't be here I think his video came across really well. We were able to hear it well here so I hope that everybody else was able to hear it. And we don't have any questions in our chat line that we can see.

Michelle Laisure: Melissa congratulations to Susan Webb and all that joined her. It was very good. Very informative. I always learn something new on these effective practice series and I definitely will have to say that's true for this presentation today. So again Susan congratulations and thank you for a very well organized and put together presentation. We really do appreciate it. We're going to move on to our next agenda topic. Susan if you can stay on the line we will open our lines after we have our next comments on the marketing summit.

Susan Webb: That would be great. Thank you Michelle.

Michelle Laisure: Thank you. Now I would like to turn it over to Mr. Rob Pfaff our deputy associate commissioner. Rob.

Rob Pfaff: Yes thank you Michelle thanks to the speakers by the way who did a wonderful job today. I just want to convey my thanks and appreciation for the presentations. Just an update in terms of where we are with marketing. As many of you or most of you are aware by now we did have a summit in Dallas in June. We had a nice turn out of about 25 ENs and a total of 45 folks combining the ENs and the stakeholders present. We were able to hold the meeting in the Dallas regional office so we're working on a shoe string budget here and by the good graces of the Dallas region we were able to procure some space and also we're extending an invitation to hold a summit during the NENA conference which we were -- we are thankful for and plan to have a second summit and that will occur on Friday September 11th from 8:30 to a.m.10:45 so it won't be a full day summit. We're going to target this particular summit to a few topics that we will work to identify and that we feel are those that the ENs would most like for us to discuss. One particular topic that we are focusing on right now although nothing has been set in stone is we're looking for a way to somewhat have an EN panel discuss productive relationships with the AWICs, the field offices and other partners to facilitate working relationships to direct referrals to the ENs.
We want to focus on those ENs who have not used the marketing cd previously and were able to maintain a steady stream of traffic from our beneficiaries and we like for them to share with the group the method to the specific techniques they used to do so. So that's one particular topic that we're looking at right now. But again what we're doing for this go round is we are soliciting input from you the EN community to give us some ideas as far as those specific marketing topics you would like for us to convey. Again, bear in mind we did talk about -- we had a presentation from bass in terms of the marketing tools available from the bass to help ENs market their organizations and a variety of other presentations that we can implement. But we asked for your input and feedback and I’m going to ask -- kick it over to sabra to give us a location or site where the ENs can email their ideas so that we make sure that we are aware of the feedback. So Sabra could you give us that information?

Sabra Gardner: Absolutely Rob. Thanks so much. Yes if you have any questions, any comments, any discussion items that we can tackle as part of that summit in September please send information to enoperations@yourtickettowork.com and we will put that in the agenda for the marketing summit.
The sooner the better but we will take your comments up and until 8:25 that morning.

Rob Pfaff: And just as some further detail we are without a budget currently for FY16. So that means we don't know what our funding situation is going to be effective October 1. And so we don't know how many additional summits if any we will have going into the fiscal year 2016. We will keep you posted on that.
But we also have the action items and we have an action item tracker that we have derived from the first summit. We will discuss that at the second summit and we will add items to that tracking document to inform everybody as far as what we're doing and how things are moving.
Now specific in regards to the marketing cd we continue to work this issue internally. We don't have a specific update at this particular time but we are working all angles internally to identify opportunities to assist with the ENs in doing direct marketing or mailing or calling or whatever the case may be.
We're pursuing those issues and exploring those issues internally. So that's where we are right now.

Michelle Laisure: Thank you Rob and Sabra. At this point that concludes our call. We are going to open it up for questions. Operator will you open the phone lines and I will check with staff here if we have questions from the chat line.

OSM: No questions.

Operator: Ladies and gentlemen if you would like to register a question please press star followed by the one on your telephone keypad. If your question has been answered and you would like to withdrawal your registration please press the pound key. One moment for your first question. And there are no audio questions at this time.

Michelle Laisure: Thank you operator. And we do have one chat question. The question is do we know what if any impact that will be on the ticket if SSDI is reduced by 20 percent in 2016.

Rob Pfaff: This is Rob. I think I can take a stab at that. I think that's a hypothetical question in regards to a reduction in the total federal budget through sequestration. I believe that that 20 percent is the -- may be part of the sequestration number that's hanging out there for 2016. But at any rate all that is sort of up in the air at this particular time. We don't know what the impact on ticket will be right now because at this point we don't have an idea of -- I mean we receive I guess the only way I can characterize this is that, you know, we are told things through ongoing discussions through our office of budget but, um, everything -- it's almost a scenario where we follow the news and we see what negotiations are occurring on the hill and we have no means to know exactly what's going to
transpire if the sequestration is going to stay in place or are they going to negotiate something else and so forth. So it's really impossible for us to anticipate what budgetary impacts will occur with the ticket program for FY 16 moving forward. We're sort of disconnected from all that and we received information sort of second, third hand from our executive management as information is filtered down to us. But at this point I guess to answer your question specifically no. We don't have any idea of our budget moving forward.

Michelle Laisure: Thank you Rob. We don't know and we will stay tuned and thank you for that response. Operator are there any other questions?
If not we will conclude our call today.

Operator: You do have a question from the line of Lisa from Career Source North East.

Lisa Pino: You know I tried so hard to pay attention but I have a couple of quick questions. I need to download the latest version of the user hand book and I’ve gone through my papers and I’m sorry I’m not clear where to do that.

Michelle Laisure: Yes. I will -- I’m not able to give you the link but let me share with you if you do not have your log in credentials for the secure portal you will need to conta ct the system's helpdesk for that information.

Lisa Pino: Okay. Is it in the portal because I have my extra security and I’m working in the portal now.

Katie Striebinger: Hi this is Katie. Can I jump in? We have a link at the top of the chat window. Where is that? If you scroll up. I know it got posted earlier.

Lisa Pino: I’m sorry because I have obviously the first version. I got it somewhere but –

Katie Striebinger: Can someone -- we have a link -- if you asked it before on the secure website there's a link we put in the chat window for the location of the secure website. You should be able to go there, log on and access the user guide.

Lisa Pino: Okay so to be clear is it in the new ticket portal?

Katie Striebinger: No. The user guide is not actually in the ticket portal.
It's in a secure website. That is not the same site as the ticket portal. I know it's confusing.

Desiree Fitzgerald: We're referring to it as training and resources website.

Katie Striebinger: Do you still have your welcome email you received when you were first registered in the portal with the original link to the portal?

Lisa Pino: Yes.

Katie Striebinger: In that email there's a section about secure training materials. There's a link in your email to that site. If everybody can go back to the welcome email if you saved it that's the place to get the link to the secure training site where we have a way for you to access actual training materials and training guides and it will walk you through the portal as well as the updated user guide and the best numbers to contact for different issues.

Lisa Pino: Great. Okay. I’ve got that.
And I want to clarify another email if I have it correctly for the EN description. Choosework.net website. I don't know if Rob or Sabra can answer it. Endescrev at ssa.gov and that's that 250 character limit where you do your EN description on the choose work website? Maybe that's a question I should ask via email.

Michelle Laisure: Yeah I’m so sorry Lisa. That is administered by the bass so I do not know the actual email address but we will make sure we put that in our en recap document.

Lisa Pino: Okay thank you. I appreciate it. And one more thing. Did i miss when the summit will be in September and where or is that to be determined?

SSA: So that one i can answer for you. The date for the summit in September is September 11th. It's a Friday. And it occurs 8:30 to 10:45 a.m. and that is in New Orleans, Louisiana.

Lisa Pino: Okay, good. At the conference then?

SSA: Yes.

Operator: You have a question from Paula from employment options.

Paula: Hi there. Great, great, great presentation. Thanks.
Susan I really liked your presentation and I know that you're in Arizona so the kind of training opportunities in Arizona are going to be different than in different areas of the united states. So would the best way to find out what kind of available training there is -- what would be the best way to find out what available training there is?

Susan Webb: The best way to do that -- hi Paula. The best way to do that is to contact the business services liaison for your AJC.
So if you call any of your AJC offices and ask them to connect you with the business liaison they will be able to tell you if there are training outlets there like Maricopa corporate college.
There are training providers and you can get that list usually on your state job exchange website.
You've got one in every state.
So if you go to the job exchange website they usually have the list on there somewhere of the approved WIOA training facilities and from that list you can pretty much tell which ones are private and which ones are public and look at your private ones. Those are the ones likely to have the kinds of courses we're talking about today.

Paula: Fantastic. Thank you very much.

Susan Webb: You're welcome

Michelle Laisure: Alright thank you very much everyone for calling in today.
I think we had a lot of valuable information. Again if you need a recap of any of the GovDelivery messages I mentioned earlier in the call go out to our website. Again we would like to have as many of you attend our orientation to the ticket portal. We have three sessions left for this month.
And please also take time to call in for all EN payment call August 25th at 3:00 p.m. so have a wonderful cool august and we will talk to all of you in September. Thank you. That concludes our call.

Operator: Ladies and gentlemen that does conclude the webinar for today. We thank you for your participation and ask that you please disconnect your lines

[Call Ended]