**All VR Call**

**3 – 4 p.m. EST**

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Operator: Ladies and gentlemen, thank you for standing by. Welcome to the national all location rehabilitation 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 if you have a question, please press the star followed by the number 1 on your telephone. If you need to reach an operator at any time please press star zero. As a reminder this conference is being recorded November 10, 2015. I would now like to turn today's conference over to Michelle to begin.

Michelle Laisure: Good afternoon, everyone, thank you for joining us for the national VR call. This is Michelle Laisure with the Ticket to Work Program. I apologize for the delay there, we had some technical issues with getting our information out on gather place.

Again, welcome and to start off under general announcements we wanted to share with you a couple upcoming closures that probably are closures there for those of you working at the state office.

Thanksgiving, Thursday, November the 26th, we will be closed. And tomorrow, actually, believe it or not, Wednesday, November the 11th, we will be closed in honor of veteran's day. We will have a December all VR call and we will make the announcements for closure for December and January during that call.

Just in case we wanted to give you a reminder for inclement weather, like a major snowstorm. We're looking for one, asking for one in November but we wanted to let you know that the ticket to work office, as you know, is located in McLean, Virginia, and it's considered part of the Washington capitol beltway. So we follow the U.S. office of personnel rules for conditions of rule. OPM follows red, yellow and green for closure. You can use that web site but we also use the ticket to work web site when we are closed as well, so I wanted to give you that reminder. At this time I would like to, for our agenda we have cost reimburse. Update, ticket portal update, then we'll be closing with about 15 or 10 minutes on the virtual job fair which we're very, very excited about which is actually next week, next week the 18th and 19th.

At this time I'm going to close it over to Danielle Armstrong for cost reimbursement comments. Danielle.

Daneille Armstrong: Hello, everybody. Your cost updates this month are going to come from Raquelle Donaldson. You should be familiar with her because she is your payment representative. Raquelle is usually the agent you are corresponding with.

Raquelle Donaldson: Good afternoon, everyone, this is Raquelle. I just have two quick topics to discuss.

First our current earnings we are looking at. We are reporting the third quarter of 2016. Please keep in mind some states have not reported those states yet so we can only approve what we see.

Secondly, in regards to the cost formula for fiscal year 16, we are noticing that the states are beginning to send in claims with the VR closure date of October, 2015. An email went out September 29th from me to all the SSA coordinators just reminding you all that the costs for fiscal year 2015 needs to be submitted and approved so if you haven't done so, we've asked all the technicians to just hold on to claims, they will not, i repeat they will not be returned to the VR, they should not be just because your cost formula has not been approved yet. They will be held in our office until that information gets to us.

Once we see them I’ve been trying to shoot quick reminders to the VR's to let them know we have the claims and we're still waiting on the costs. The quicker you get those in the quicker we can get those processed for fiscal year 16. That's it, thanks so much.

Michelle Laisure: I'm now going to turn it over for our ticket portal update by Katie Striebinger and we will be sharing with you the list of questions that we received from you during the last call. Katie has been great at responding to those questions and we will have that list posted following the call. Right now, Katie is just going to give us an overview on some of the major issues that many of you had questions about again during the October call. Katie?

Katie Streibinger: Hi, thank you. I just want to go over a couple things that came up on the last call. I want to start with the first item, a production problem. Some of you may have seen error code ta99 in the portal when you tried to process a ticket assignment, either one at a time or in your batch files.

We had a real estate lease this past weekend which has fixed the entire issue, it fixed we'll say 90 to 95 percent of the issues, so we are hoping to have an emergency release this weekend to correct the problem. We will update the portal when that's finally corrected.

It's up to you if you want to take a stab at it and hope the beneficiaries you are trying to assign won't get that error but i will advise you wait another week. We will not penalize you for sending the files in late because we do have a production problem we are aware of. The ta99 code basically says the job failed, it's not what you are sending or what you are trying to do, it just didn't work on the back end. Some cases are going through right now but some are not so if you want to wait and hold off and prevent some errors from coming back on your file, i will put an announcement in the portal when that has been fixed.

Right now the ticket portal only allows you to see file uploads in the last 30 days. We have asked for that to be extended to 60 days. I don't expect that change until we have our December release, that's mid-December, at this time you can only see anything, any results, in the last 30 days. If you cannot find a report that you need to do your research or your files please send an email to the VR help desk and we can get you a copy of that results file for you to upload, but once again we are only extending it to 60 days so it's not going to buy you too much more time. You need to make sure when you get a large batch file that you download it to your system or save it somewhere because it will not be in the portal that long. We cannot store it that long because a lot of the files are quite large.

Another question I have gotten is about TPRs. There is currently a moratorium on TPRs, there are no pending TPRs, no new notices have gone out to beneficiaries. You will be notified before we begin TPRs and providing information on how you can provide information on the secure training site so you will know how to provide assistance to your beneficiaries. There is nothing for anyone to do at this time on TPR's because that is not online yet.

If you get in your return files something about no information available, that just means the beneficiary is not a ticket beneficiary. If you currently (inaudible) transaction for a ticket beneficiary, if you get the message they are not assignable because they don't have a ticket then yes on the next file you send it again, but if that is not your procedure you do not need to send it again.

I’m kind of scanning the questions.

Oh, a question I’ve gotten is about the closure post. Right now the portal only accepts why n26428 and it does not accept 30. We are planning to change that in a future release. I'm hoping December but I don't want to commit to that, so hopefully you'll only have to do it for the time being and change your 30's to 28's. We did hear your comments about that and trying to adjust the system accordingly. 30 is a valid code. We hope to make that change in the future but for now until that has been modified you do need to continue to change your code. Right now the portal only accepts yn26 or 28 as valid closures.

There was a question that came up on the last call, what was the length of the file id you were allowed to use to name your unique file you upload. The system had a 12 number digit. You can always send your questions to the VR help desk and direct it to me, Katie, and it will get to me so I can help answer your questions. We are, as Raquelle mentioned, going to post the questions in their entirety for you to view so you can view the answers. I know sometimes I go a little fast and it's hard to get that much information at one time so I will send it back to Michelle.

Michelle Laisure: Thank you, Katie. As I said, we will get this list out to everyone. We are having a network problem in terms of looking and viewing your chat questions. So I'm going to ask the operator if we can take three questions now for Katie before we go on to our next agenda item. Operator, do you want to open up the phone lines? Right now I see nothing on the chat line so I have to believe there are questions out there, I just want to make sure we are responding to them.

Operator: Certainly. Ladies and gentlemen, if you would like to register a question, please press star followed by the number 1 on your telephone key pad. And there are no audio questions at this time.

Michelle Laisure: Well then maybe my chat feature is correct. We are showing an error message so we wanted to double check. We will open up the phone lines at the end of the call but again just wanted to make sure we are responding to your concerns. Alright, thank you, operator. We are now going to move over -- thank you, Katie. We're going to move on now to our -- basically the remainder of our call, based on the questions that we get to you state VR agencies to our virtual job fair. We are now posting our presenters from BASS, Jaimie Riddick and Don Jones. Jaimie will be walking us through the new -- not new but the posted virtual job fair guide. And Jaimie I'm going to ask you do you see that posted up on gather place?

Jaimie Riddick: I don't. It's still showing the agenda.

Michelle Laisure: We're getting it set up so you can see it.

Jaimie Riddick: Tank you. While they work on that, just wanted to remind everybody that the fair is next week on Wednesday the 18th from 1:00 to 5:00 pm eastern time and Thursday the 19th from 9:00 am to 1:00 pm eastern time. Our employer list is continuing to grow. We now have 12 employers that will be represented at the event and combined they have several thousand job openings and they are excited to participate in this event and are specifically looking to hire individuals with disabilities. Those companies include anthem, because stun scientific, baci, tsx, enterprise, general motors, ranger, kaiser, td bank and (inaudible) construction. You can gather there's quite a rank of industries represented and their jobs are equally as vast and not only type of work, but the education level necessary and also the skills necessary. I’ve been combing through the jobs and formatting them up on the job site and there really truly is a range from a high school diploma or equivalent up to bachelor's degrees and also no experience necessary all the way up to some positions require 10 plus years. So I think there's a great mix. There was a message distributed to Friday and it's posted to the your ticket to work web site with the details on the employers and links to their open positions if anyone wants to view them before the event. As a reminder, to be eligible for the event candidates must receive social security disability benefits and have assigned their ticket to a service provider. We're depending on you to help identify the candidate and help them through the registration process which includes signing that consent form. The consent form should be submitted to you as the VR, you do not need to submit it to social security in any way, you will just file that using whatever secure means you file your paperwork. Not sure if they're going to be able to get their registration site up on gather place, but the registration place i think is a pretty straightforward questionnaire, a little bit of information about the participant and whether or not they will be using (inaudible) to participate in the event. If you have questions or your beneficiaries have questions about that step, please email us at vjf@ choose work dot net and we'll be happy to answer any questions that you might have.

In addition to the consent form, the other thing we'd like to remind you all is that we do need your help in protecting beneficiaries' PII. There will be reminders in the job fair but we also want you to remind them they shouldn't share their PII when talking to recruiters and also they don't have their social security number or other unnecessary PII on their resume'. We understand names and addresses may be necessary, but just to help us ensure they are not sharing things that don't need to be shared.

I see the guide is up on gather place now. That guide, called our candidate or participant success guide, includes screen shots of the environment of the job fair and what will be expected once you enter the fair and how to navigate it. That guide will include, all registered participants one week before and again the day before and the morning of the event and that guide will show how to set up a profile and update your resume', it shows the home page or welcome screen of the event, the find jobs section where it lists all the job postings that are spotlighted in the event, you'll see each employer spotlights a hand full of jobs but also has a link to their full job site where many more hundred, usually, if not thousands of jobs will be posted.

The guide also includes the employer booth. Right now we have them listed in them as employer a, b, c, d and e, but they will actually be branded with the employer's names or logos of those actually participating in the event and within those booths you will be able to learn more about the employers, where the representatives or recruiters will be available to talk via group chats or private instant messages and also some I believe are including videos, overview documents or background materials about the company and that's the place you will really engage with the individuals. I think the screen is showing right now that circled area is the recruiters. You will see the recruiters in the booth and be able to click on them to talk with them.

In addition to the employer booths we will have two resource booths. They are for advice. One will be legal advice and the second will be benefits counseling and those will be backed by members of WIPA projects and past organizations, we have a couple volunteers to support each of those booths so hopefully if beneficiaries or even you as providers have any question, they will be on hand to help.

A few other features of the virtual job fair, we will have a library where there will be resources, some general social security information, the red book and we'll also have some information about accommodations and just frequently asked questions and resources that can help beneficiaries throughout the event. There's a communication center where participants can save or exchange v cards or contact information with the recruiters if they show desire and get notifications if they receive back from individuals. And then also there's a help desk where representatives, technical representatives, will be available to help with any troubleshooting during the actual event. What you're seeing on the screen now is some of the details on how to initiate the private chat and search features within the event, I won't go through the details of that now but the guide, along with the orientation video that's available in the virtual job fair, hopefully everyone will be able to navigate it pretty easily.

I think that's about everything we wanted to share today. We're happy to take any questions and again if there's any other questions beyond this call or you think of them later or next week before the event please don't hesitate to email us at vjf@choose work.net so we can hopefully work everything out and get as many individuals participating in the event as possible.

Operator: As a reminder, to ask a question please press star 1 on your telephone key pad and our first question --.

Michelle Laisure: Go ahead, operator, we have someone that called in?

Operator: Yes, our first question comes from the line of Dawn Duvall.

Dawn Duvall: Hi, this is Dawn. I had a number of questions. The first one was when I submit my data file in the portal it tells me how many rows were received and then about as many number of errors. What does the errors mean?

Katie Striebinger: Hi, this is Katie. The portal is designed with the assumption that every transaction you submit is going to result in either a case opening or a case closure. Anything that does not result in a successful opening or closure is an error. So if you submitted 100 cases and 98 were errors. That lets you know only two got assigned.

Dawn Duvall: I'm not sure I understand what that means. So the ones that were not assigned maybe were closures or --.

Katie Striebinger: Most of the files that I have looked through, a lot of ENs submit beneficiaries on the file every month in anticipation of the beneficiary having a ticket eventually. If the beneficiary is not a ticket holder you are going to get an error because there is no ticket for us to connect it with. So a lot of your errors are probably they do not have a ticket yet.

Dawn Duvall: Okay, that makes sense. When the information when the data is processed and it comes back there is no headers. Is there any way to put headers in there so the information that's not very obvious like social security number, so that it tells us what that information is?

Katie Striebinger: At this time there's no plan to do that. That was a major enhancement and we're working on pushing cost reimbursement team to the portal at that time. I will put it on a wish list.

Dawn Duvall: That would be great in the future. One other quick question. When I'm in the section about your EN or SVR, it has a main address link. When I click on that it's not correct, our office has moved. How do I correct that?

Katie Striebinger: You need to contact the VR help desk, you cannot directly update it in the portal.

Dawn Duvall: I just need to specify in the portal it's incorrect? I have corrected it with the claims processing unit and all of that. I just need to notify you it's wrong in the portal.

Katie Striebinger: The mailing address is wrong in the portal and we can fix that for you, put exactly what you want in there.

Dawn Duvall: One more quick question. The portal seems to time out in, like, 15 minutes or so. Is there any way to extend that to, like, 30 minutes.

Katie Striebinger: Telling you okay or yes and it tells you your time is about to run out and you just need to press on the dialogue box when your time is running out. It's a security measure to make sure you are a real person and you are sitting at the computer, not walk away from the computer and have someone else sit down. You should be getting some kind of a box telling you that you haven't done anything and you want to keep working. Have you seen that box?

Dawn Duvall: I don't know if I have or not, I just know I seem to get logged out frequently.

Katie Striebinger: You need to check back every, i know when I’ve been in there in the testing version i have, you have to kind of click around. If you are planning to be there for a long time you need to efrb couple minutes do something, click something in there so it knows you are a person otherwise it will time you out.

Dawn Duvall: Okay. Can I ask one more question? It will be my last one.

Michelle Laisure: Go ahead.

Dawn Duvall: I’ve often times clicked on the question mark for table help and it says no help available on every one of those help icons. Is that something you are going to be filling in eventually?

Katie Striebinger: Yes, we will be filling it all in eventually.

Dawn Duvall: Okay, it's just that it's new.

Michelle Laisure: Jaimie, we had questions the beneficiary client consent form. Can you walk us through how VR agencies, offices, should handle that and are we violating the beneficiary's PII in any way and how should we handle that or how should the VR offices handle that?

Jaimie Riddick: Certainly. The consent form, the purpose of it is so beneficiaries are aware that by participating in the job fair they will be sharing some information. How much they share and what they share is really up to them. While we want to limit unnecessary sharing of PII, there is that need for some to be shared. So the consent form we've prepopulated it with information about the job fair that is specific to the fair so that hopefully individuals have a clear understanding of what they can share. And so when individuals first log in they are encouraged to set up a profile and upload their resume'. Those details are only viewable to the recruiters, they are not available to the other participants. So that's the first step.

That is optional but by having your resume' there it enables the recruiters to have a better idea who they are talking with and perhaps direct them to opportunities the individual may be suited for.

Then for the consent form, participants should have to sign it with a physical or wet signature, have to actually put pen to paper. A typed signature is not sufficient. That should be submitted to the VR via whatever your means are for handling information with PII. I believe many of your clients have already signed a version of this consent form that's not prepopulated so however you facilitate that process in the past and have stored that document, you should use those same means now. They need to complete this second form they've done one in the past as it's prepopulated with information specific to this job ferry vent. That form should be stored by you the VR, social security does not need a copy of it but you should keep a copy for that participant.

Within the event in addition to the profile and resume', participants can choose to talk with recruiters via group chats, which are public, or instant message. Instant message is private, it's one on one, only the recruiter can see the person and the discussion.

The group chat is public. So if a person chooses to participate in it, they do not have to, then what they say will be connected to their name. It's optional and while there is an option for a participant to set up an alias, so to speak, when they set up their provial they can change their name or put something else there. However, it's important to keep in mind that could create confusion between the recruiters when they are not sure who they are talking with. That's something each individual has to determine for themselves what they are comfortable with. We would encourage you to think about it like an actual in person job fair. If you were standing there talking in a group, a lot of people would have name tags on, they might see your name and that's the extent of it. The group chat is really the same thing, just online instead of seeing your face and your name they are only seeing your name. Any resume' data, as i said before, and profile information is limited to only being viewed by the recruiter so candidate to candidate participation is limited to group chats. They can view it and not participate in they want to.

Michelle Laisure: I know we sent out a GovDelivery message on November 6 with a listing of many of the federal contractors that are participating. Has that list increased since that notice went out? How many employers do you believe will be participating next week?

Jaimie Riddick: I think there's been one or two additional employers since that list went out and we anticipate at most i believe one or two more if at all. And so once we get the final jobs we will be able to send out an updated list with all the jobs included as you receive it, we're just working with these last few employers to try to get everything in line.

Michelle Laisure: Can beneficiaries register before the 18th for the virtual job fair?

Jaimie Riddick: Yes, registration is open now and will stay open through the event. So if someone the morning of the 19th wants to participate they absolutely can. Once they complete their registration form and submit it will be taken to a log-in page that says the event is closed and that's because it's not yet the 18th. That site, you won't be able to actually log in until the 18th to set up their profile for begin talking with recruiters but registration is open from now to the event and registration will open on the 18th.

Michelle Laisure: Are the numbers increasing each day?

Jaimie Riddick: Yes, slowly but steadily. We're up to about 100 beneficiaries and i think 20 or so service providers. As a VR you are all welcome to register as yourself or your organization. If you do we just ask that on the registration form you do indicate that you are a representative of a VR and not a beneficiary. That way we can track how many of each group is participating, but you are certainly welcome to register and then log in to the event and explore and also that way for the future you can describe the event to your beneficiaries and help them understand what happened.

Michelle Laisure: Great. That concludes our questions on this end, are there any comments you have that we haven't covered yet? Dawn, i know you are on the call. Are there any from our prior call that we want to share today?

Jaimie Riddick: That's everything that I had in my notes. I'd just like to reiterate I think this can be a great event and the employers I have been talking to are very excited and looking forward to it. For a lot of them this is an important initiative for them and they are interested in meeting our beneficiaries, so we hope you can get your beneficiaries that you think are ready to participate in the event and if you have questions please email us.

Laura York: Jaimie, this is Laura from Social Security. Just a quick question, can you talk about how long beneficiaries are required to have their ticket assigned before they can participate in the event?

Jaimie Riddick: Absolutely. There isn't a requirement for amount of time so once the, as long as their ticket is assigned, if they are ready and able to go to work they can participate in the fair and I would leave that to be between the VR or EN and the beneficiary. But if you have a new client come on board that fits the requirements of having assigned their ticket and being ready to work then we certainly welcome them to the event.

Operator: If we do have a rod owe question from the line of Adia brown?

Adia Brown: It was a question for (inaudible) but she's gone.

Operator: We have a question from the line of Eugenia cox.

Eugenia Cox: Hi, it's Eugenia the first question I have is on the virtual job fair, I sent it out to the counselors and the question came back is this a job only for social security beneficiaries or can the other 60 percent of the people we serve register for this?

Jaimie Riddick: Disability beneficiaries that are participating in the ticket program.

Eugenia Cox: Okay, so nobody else can come in, just beneficiaries.

Jaimie Riddick: Correct.

Eugenia Cox: And then for, as far as the portal, I wanted to say that when you are actually adding somebody manually with a plan date and then you add them in and then you are trying to enter a closure date, if do you those back to back it kicks you out, completely out of the system. Katie, are you still there?

Katie Striebinger: I was just saying I had not heard of that problem before. I'll have them check it out and see if we can recreate it.

Eugenia Cox: If you do it back to back it does it every time, it literally kicks you out of the whole thing. You have to log in all over again.

Katie Striebinger: (inaudible) closure?

Eugenia Cox: Yeah, once you go back in and do the closure after you log back in.

Katie Striebinger: So you have to do it again.

Eugenia Cox: It doesn't do the closure, it just kicks you out completely.

Katie Striebinger: Kicks you out before -- I was just curious if the closure happens.

Eugenia Cox: No. The other question I had was we have emailed Desiree and the help line concerns about the web site, the ticket to work web site, and our contact information. We have all our offices listed but when a beneficiary goes in and sees the list of all our offices the only thing that's there is 20 entries of my name and phone number. There is no locations listed on the main page. And so people are not knowing if we have an office in those areas and that was what the extent of the directory was, to list all of our offices. The only way to know is to go into each individual one to see where the location is. Is anybody going to be fixing that or looking at it or --.

Katie Striebinger: This is Katie. I can speak to one point of it. How the person is in the list, I believe all your locations are set up to serve the entire state so if anybody types in their zip code and their zip code is in the state of Oregon, they will see all the addresses still up. Is that something you want to change and make if there are offices for certain zip codes we can help you fix that.

Eugenia Cox: No, most of our people are just, like, in Oregon -- to see what offices are in Oregon. They call and say you are listed 15 times but there's no location listed.

Katie Striebinger: That is by design.

Laura York: This is Laura. Don Jones, are you still on? Did you hear the question, Don?

Don Jones: No, I did not.

Laura York: I'm sorry, Eugenia, can you repeat your question?

Eugenia Cox: When you go in and you pull up Oregon, somebody goes in and says I want to see all the ENs available in Oregon, you will see Oregon vocational rehabilitation listed, U don't know, 20 times or however many offices, it says Oregon vocational rehabilitation, my name and my number. No location at all, just my name and number 15 times. The intent we had was vocational orientation, Albany Oregon. That's how it was until just recently I had a beneficiary call me and say she was so frustrated because she just saw my name 20 times. She had no idea if there was an office in her area.

Don Jones: Thanks, Eugenia, for that comment. We completely understand that is a concern and we've been working with various service providers to try to fix this. I believe this happened with the switch to iTOPSS there was some changes in terms of how names were mapped within the system, so what you'll want to do is work with the VR help desk and basically have them, tell them how you want your information listed.

There's a reason why we hid the address. That's because for many employment networks as well as other organizations, there's a lot of variation in terms of that address. That address might or might not be the physical location by which a person is going to receive services, particularly the virtual EN or a nationwide EN where that location that is listed in there is not necessarily where a person is going to get services. That's why we decided to move that.

However, that does mean that the name of the service provider that is listed there needs to be meaningful to the beneficiary. What we've been recommending for example in the case of vocational rehabilitation agencies with locations that you work with the help desk and the i tops crew so you can get your listing, maybe start with -- figure out what your preference is but in terms to make sure that the location and the name of the VR is both there. So it could be using an acronym for office of vocational rehabilitation, like ovr, colon, olympia, something like that. So i would work with them and also, yeah, having you listed for every single person, that again is a data issue, the data within i tops. If there are different points of contact that should be pa mapped to those various offices you want to work with them on that. We understand the transition and we've been trying to work ought parties involved are try to go work to improve that issue.

Eugenia Cox: This is only going to be for the (inaudible).

Don Jones: In a perfect world we would have that but every state has a different preference in terms of how they approach it.

Eugenia Cox: That was all my question.

Katie Striebinger: This is Katie. I do want to chime in. We can either work it one of two ways. You can tell us how you want it to look on a case by case basis or if you want, email the help desk and we can show you what we have and you can tell us what you want it to say instead.

Eugenia Cox: We try not to abbreviate because people don't know the abbreviations.

Katie Striebinger: The thing we are working against, though, there is a 40 character limit for the name that appears. So that is where we are looking to you and any other agency on the call, if you go to the site and you don't like what's appearing there in the names you need to tell us what to change it to. We are not going to make the assumption that we should start abbreviating your listing without your consent. We are not going to make changes without your consent. If you can tell us what you want within 40 characters we can have that refreshed and looking good.

Eugenia Cox: Okay. When things like that change, if somebody can give us a heads up, I had to find out from a beneficiary that was really upset. If something like that, something major like that, happens where we think our listings and our directories are still the same, we never knew there was a chance, a heads up would really be appreciated.

Don Jones: Sure. There was a GovDelivery note that did go out in June which talked about some updates and some upcoming updates. The change, transitional iTOPSS happened in mid-September. We probably should have been a little more clear in terms of communicating that at that point, knowing there were some change in data that would affect that, but I'm sure attention will be paid to make sure of that in the future.

Eugenia Cox: So just call the VR help desk, then.

Katie: Yes.

Operator: Our next question comes from the line of Gina Haupt.

Gina: Hi, I'll try to make it fast. I just have a couple quick questions.

With the virtual job fair, are we going to find out, i heard there are some jobs in Wisconsin, are we going to find out in what area so we can alert our offices in those areas?

Don Jones: Yes, if you visit the announcement that's on the web site, the your ticket to work web site, or they may have included the link, it looks like they included the link in the chat, there's a word document or pdf that includes all the employers so far and links to their jobs so you can see all the jobs that will be included.

Gina: So it would list the specific location.

Don Jones: Yes. It's actually Friday, November the 6th, just look for Friday, November the 6th. It's a link with an underlying list of jobs.

Gina: I’ve seen the employers but, you know, if they are like in the area so we can target those specific VR offices.

Don Jones: Each employer's job site, if they are openly promoting all of their jobs was included in that document, so checking out their web site it will tell you where specifically they have job.

Gina: My next question is on the cost formula sheet. So you want the 2615 cost formula in now because we don't get it in, did I

understand that correctly?

Regina Bowden: We can't accrue, we can't even put them in the system until your 2015 fiscal year cost formula has been reviewed by me and approved and those numbers have been input into our service. But like i was saying the claims won't be returned to you, we are just giving you a heads up to let you know, i haven't seen many but they are starting to come in with a closure date of October 2015 and later, so it's just an opportunity for you to get your finance department, whoever does your cost formula, a heads up to have it submitted.

Gina: And then my last question is Katie i submitted in a (inaudible) in the portal to you well over a week to you through the VR help desk. Is it better to deliver it directly to you or through the VR help desk.

Katie Striebinger: I have another person helping me with these issues so if you send it to the VR help desk box you will get more than one eyeball on it.

Danielle Armstrong: Michelle, this is Danielle just wanted to, in response to

Gina's question, Katie has a couple people that work with her to answer the emails so when they come directly into the help desk, they all have access to it. I didn't want her to think it's going from the help desk, being sent somewhere else, making it an extra step. They have access to the help desk so they see when it comes in and they can respond directly to it. Just so you know it's not being sent off somewhere else.

Operator: And our next question comes from the line of Allison Spiderman. Please go ahead.

Allison: My question was I missed the last webinar or forum ticket to work phone call last month. I know you guys had that anyone could be able to go to the job fair but I'm, I don't know, I'm very confused if I could just be able to apply in such a short amount of time.

Michelle Laisure: Hello, caller, are you with the state VR agency?

Allison: Excuse me?

Michelle Laisure: Yes, what state VR agency are you calling from because we can talk with you after the call.

Allison: Okay, I'm from New York.

Michelle Laisure: Alright, we will give you a call after the call and follow-up with you. You're with the general or blind, which agency are you with at the state office?

Allison: I thought -- no, I’m getting, I'm on disability.

Michelle Laisure: Oh, okay, caller, let's see, how can i get you some information? Let me get your email box so we can get you some follow-up. Just second. I'll give you the phone number so you can call back. Laura, do you know that by heart.

Laura York: Caller, do you have internet access?

Allison: I do.

Laura York: If you go to www.choosework dot net you will see the number to the ticket to work call center and you will also find under the section called find a job you will see information about virtual job fair.

Allison: Okay, so just go through that and then i guess i'll learn what happens.

Laura York: Sure, if you go on that web site you will again there's a number to our ticket to work call center.

Allison: And I can call someone?

Laura York: The people who answer the phone there can help you and give you information and also on that web site you'll see under, there's a section called find a job, and you'll see lots of information about the ticket to work job fair.

Allison: Okay, thank you so much. Yeah, I'm looking at it right now. Thank you.

Michelle Laisure: Thank you, caller, and good luck. One more call before we conclude our November call, gracious.

Operator: Yes, we do have a question from the line of Katie Smeardon.

Katie Smeardon: Thank you, good afternoon, a couple little questions, one regarding the portal. It's a time out issue. Sometimes it gives you 5 minutes and you can click the button and other times it will just say we're sorry, your session has timed out due to inactivity although I'm actually using it. So it varies. I don't know why the short time but I was hoping maybe we could get an extension on the timeline also.

Secondly, if I were to do a batch file for checking for assignability how large of a batch can I do at one time to check assignability and what does it return?

Katie Striebinger: This is Katie. You can do up to 100,000 records.

Katie Smeardon: Oh, for assignability?

Katie Striebinger: Uh-huh.

Katie Smeardon: What does it return, what information, just name or does it say anything on how many months of earnings or --.

Katie Striebinger: No, we are not providing earnings information, it will just tell you whether or not the ticket is assignable.

Katie Smeardon: Okay, all right. And then also I just wanted to verify, I thought I heard that you mentioned that the earnings information is current up to the third quarter of 15. Is that right?

Katie Striebinger: That's correct.

Katie Smeardon: Okay, thanks. Thank you. Hopefully we can just get a little extension because I do get kicked off even when I'm actively using it. I don't also get the 5 minute warning.

Operator: And our next question comes from the line of Eric Smith.

Michelle Laisure: Yes. Operator, this will be our last question for the call. We're past of the hour.

Eric Smith: I was wondering when we would have our next ppr list, i know some people didn't find it terribly useful but i was able to go through manually and get several. I was wondering when we were going to do another list.

SSA: Actually we're not planning to do another list but we are working feverishly toward putting ourselves in a position to eventually do qber again. That would be a ways off but we were not plan to go redo the ppr

Eric Smith: I was just check to go see because i knew it had been more than 3 months.

Michelle Laisure: Thank you everyone for calling in today. Again, we will have the all VR call questions posted on our web site and we will please check your GovDelivery message, all the contacts and all the information from our presenters today is part of the GovDelivery message sent out on November the 6th. We do have, there is a link to the YouTube that you can sit back and listen to the process and the procedures. We also have the hard copy guide that you can look at and share with your staff on the steps for the virtual job fair. Again, that's next week, Wednesday and Thursday, so we're looking at a great turnout and success for our beneficiaries that we serve under the ticket to work program.

In closing i just want to say thank you to any of our veterans that are on the call today and any family members or friends that you have in service, service men and women, veteran's day is tomorrow and we just want to say thank you to each of them. And for family gatherings, it's Thanksgiving, don't overindulge but you can if you work out, that's okay.

We will have our next call on December the 8th and we hope all of you have a good day. Thank you very much, this concludes our call.

Operator: Ladies and gentlemen, that does conclude today's conference call. We thank you for your participation and ask that you please disconnect your lines.

[END OF CALL]