TODAY IS THURSDAY, 18 MAY, 2017. PLEASE STAND BY AND REMAIN CONNECTED. YOUR WEBINAR WILL BEGIN AS SCHEDULED.

>> YOU ARE CURRENTLY ON HOLD FOR THIS QUARTERLY ALL EN CONFERENCE CALL. AT THIS TIME WE ARE ASSEMBLING TODAY'S AUDIENCE AND EXPECT TO BEGIN SHORTLY. WE APPRECIATE YOUR PATIENCE AND PLEASE REMAIN ON THE LINE.GOOD DAY AND WELCOME TO THE QUARTERLY ALL EN CALL. TODAY'S CONFERENCE IS BEING RECORDED. AT THIS TIME I WOULD LIKE TO TURN THE CONFERENCE OVER TO ROB PFAFF. PLEASE GO AHEAD, SIR.

>> GOOD AFTERNOON, EVERYBODY, AND THANK YOU FOR JOINING OUR QUARTERLY ALL EN CALL. WE'RE THANKFUL FOR YOUR PARTICIPATION TODAY AND WE HAVE A WHOLE BUNCH OF STUFF TO COVER WITH YOU THIS AFTERNOON SO WE THINK THIS WILL BE PRETTY INFORMATIVE FOR YOU.FIRST, IT'S BEEN A BUSY COUPLE OF MONTHS. OBVIOUSLY WE'RE ALWAYS FULLY ENGAGED BUT WE WANT TO REPORT ON A COUPLE THINGS OF NOTE. FIRST, WE HELD A NATIONAL DISABILITY FORUM ON THE TICKET TO WORK PROGRAM. THIS OCCURRED IN WASHINGTON, DC WE INVITED A PANEL OF PARTICIPANTS THAT ARE STAKEHOLDERS OF THE PROGRAM TO OFFER COMMENTS FOR RECOMMENDATIONS TO ENHANCE THE PROGRAM AND PARTICULARLY WE WERE SEEKING TO ENHANCE THE REGULATORY RECOMMENDATIONS THAT WE HAVE BEEN WORKING ON. WE ARE HOPING TO COME OUT WITH A NEW REGULATORY RECOMMENDATION TO ENHANCE THE PROGRAM, MAKE THE PROGRAM WORK BETTER FOR EVERYBODY. THE PARTICIPANTS CONSISTED OF REPRESENTATIVES FROM THE EMPLOYMENT NETWORKS AS WELL AS VOCATIONAL REHABILITATION. WE ALSO HAD REPRESENTATION FROM OUR PABS AS WELL AND WE HAD A MEMBER OF THE PUBLIC WHO WAS A TICKET PROGRAM PARTICIPANT PARTICIPATE ALSO. SO THE PARTICIPANTS PROVIDED COMMENTS. WE TOOK QUESTIONS FROM FOLKS ON THE PHONE AS WELL AS MEMBERS OF THE AUDIENCE AND IT WAS WELL REPRESENTED. WE ARE ACTUALLY IN THE PROCESS OF CONSOLIDATING THE COMMENTS AND ADDING THOSE TO THE COMMENTS WE RECEIVE THROUGH OUR ADVANCE NOTICE OF PROPOSED RULE MAKING SUBMITTED LAST YEAR AND WE'RE IN THE PROCESS OF PULLING ALL THE COMMENTS THROUGH THE NOTICE OF PROPOSED RULE MAKING AS WELL AS THE FORM TO GATHER INTO ONE CONSOLIDATED PACKAGE. THE PROCESS FROM HERE IN TERMS OF THE REGULATION IS BRIEF OUR EXECUTIVES AND FURTHER REFINE OUR RULE MAKING CHANGES THAT WE ARE PUTTING TO THE AND THEN WE WILL PUT SOMETHING IN THE FEDERAL REGISTER, BUT WE WILL KEEP YOU POSTED ON THE EVENTS RELATIVE TO THE FURTHER PROCESSING FOR THE REGULATORY CHANGES. WE'LL KEEP YOU IN THE LOOP ON THAT.THE SECOND THING I WANT TO TALK ABOUT BRIEFLY WAS OUR PARTICIPATION IN THE CSAVR WE PARTICIPATED IN THIS ABOUT A MONTH AGO. THE CONFERENCE OCCURS TWICE A YEAR. WE PARTICIPATED IN THE APRIL CONFERENCE AND OUR STAFF CONDUCTS TRAINING TO THE VR IN TERMS OF THE NEW VR STAFF THAT IS HIRED AND TRAIN THEM IN THE PROCESS OF REIMBURSEMENT IS THE WORD I'M STRUGGLING WITH PROCESS. AND WE ALSO GAVE THEM AN UPDATE ON OUR AUTOMATION OF THE COST REIMBURSEMENT PROCESS AS WELL.THE OTHER THING I WANTED TO NOTE ABOUT THAT IS WE WERE, WE HAVE A SESSION REGARDING PARTNERSHIP PLUS AND FOR THOSE ORGANIZATIONS, PARTNERSHIP PLUS IS, FOR THOSE WHO MAY NOT BE FAMILIAR, ONCE THE STATE VR CLOSES THE CASE FOR THE BENEFICIARY, THE TICKET TO WORK BENEFICIARY, AFTER THE BENEFICIARY HAS BEEN WORKING THERE'S AN AGREEMENT BETWEEN A VR AND EMPLOYMENT NETWORKS TO HAND THE PERSON OFF, SO TO SPEAK, TRANSFER SERVICES FROM THE VR TO THE EMPLOYMENT NETWORK.AS YOU CAN IMAGINE, THIS REQUIRES BUILDING OF RELATIONSHIPS GETTING COOPERATION FROM THE STATE VOCATION REHABILITATION AGENCIES AND FINDING GOOD PARTNERS IN THE COMMUNITY SO WE ARE CONSTANTLY ENGAGED IN PROMOTING THIS EFFORT. WE CONTINUE TO MOVE THESE EFFORTS FORWARD SO I WANTED TO ADDRESSIT IN THE ALL EN CALLS. WE CONTINUE TO ENCOURAGE THE VOCATIONAL REHABILITATION COMPANIES ENGAGED IN THIS TO CONSIDER PARTICIPATING AND FINDING GOOD EMPLOYMENT NETWORK PARTNERS SO THIS IS A COLLABORATION THAT IS IMPORTANT, IT HELPS THE BENEFICIARY, A WIN-WIN BETWEEN THE STATE VR, IT BENEFITS THE EMPLOYMENT NET [WO-RBLG/] BUT MOST IMPORTANTLY IT BENEFITS THE BENEFICIARIES BECAUSE THEY GET THE ON-GOING SUPPORT AFTER THEY GO BACK TO WORK AFTER THEY COMPLETE THE STATE VR SERVICES. I WANTED TO PUT THAT OUT FOR YOUR CONSIDERATION. IF YOU HAVE QUESTIONS PLEASE FEEL FREE TOWARDS THE END OF THE CALL TO WEIGH IN WITH ANY QUESTIONS THAT YOU HAVE AND WE WILL FORWARD ADDITIONAL INFORMATION AS WELL.I WANTED TO NOTE A PROGRAMMATIC CHANGE THAT'S FAIRLY SIGNIFICANT FOR YOUR CONSIDERATION AND REALLY A CHANGE IN OUR BUSINESS PROCESS THAT'S GOING TO BE BENEFICIAL ACROSS THE BOARD AND THIS IS THE TRANSITION OF OUR RFS PROCESS INTO WHAT WE'RE GOING IT REFER TO AS THE NEW TICKET PROGRAM AGREEMENT OR TPA PROCESS. A COUPLE THINGS I WANT TO HIGHLIGHT FOR YOUR CONSIDERATION REGARDING THIS NEW PROCESS IS THAT WE ARE TRANSITIONING AWAY FROM THE RFA PROCESS WHICH CONSISTS OF THE CURRENT BLANKET PURCHASE AGREEMENT TO WHAT WE REFER TO AS THE TICKET PROGRAM AGREEMENTS. WE'VE BEEN WORKING ON THIS CHANGE FOR OVER A YEAR AND IT REFLECTS OUR EFFORTS TO PROVIDE INCREASING FLEXIBILITY AND EFFICIENCY IN THE WAY WE ADMINISTER THE TICKET TO WORK PROGRAM.THE TICKET PROGRAM AGREEMENT CHANGES WILL CLARIFY OUR POLICY, THEY WILL REDUCE DUPLICATION AND RESULT IN AN INCREASE IN EN RESPONSIVENESS AND ACTIVE PARTICIPATION. AS A CONDITION FOR YOUR CONTINUATION AS A EMPLOYMENT NETWORK WE WILL ASK YOU TO REVIEW AND APPROVE A NEW TICKET PROGRAM AGREEMENT WITH REVISED TERMS AND CONDITIONS WITHIN 60 DAYS OF RECEIVING THE EMAIL THAT WE'RE GOING TO SEND TO YOU.YOU WILL NOT NEED TO SUBMIT A NEW EN APPLICATION, NOR WILL YOU NEED TO REAPPLY FOR SUITABILITY. WE WILL SET UP A SEPARATE CALL TO DISCUSS THE CHANGES IN PROCESSES SHORTLY AFTER THE TICKET PROGRAM AGREEMENT HAS BEEN RELEASED. IT HAS NOT BEEN RELEASED AS OF YET. WE WILL KEEP YOU POSTED ON THE DATE THAT THIS CHANGE IS GOING TO OCCUR.WE'RE ALSO GOING TO POST A FREQUENTLY ASKED QUESTION ON THE YOUR TICKET TO WORK DOT COM WEB SITE AFTER WE RELEASE THE TICKET PROGRAM AGREEMENT. OUR PURPOSE FOR RIGHT NOW IS TO GIVE YOU A HEADS UP THAT THIS IS COMING AND WE WILL CONTINUE THE COMMUNICATION AS WE MOVE TOWARDS THIS NEW PROCESS.NEXT ITEM ON THE AGENDA TO FIND HELPFUL -- I'M GOING TO SKIP AND COME BACK IT TRAINING PACKAGE POSTERS, I'M GOING TO HAND THAT OFF TO CAROL, BUT I'M GOING TO TALK BRIEFLY TO THE CHANGES TO THE FIND HELP POOL WHICH YOU MAY HAVE NOTICED WE, IN RESPONSE TO MANY COMMENTS THAT WE HAVE RECEIVED ABOUT THE FIND HELP POOL, WE HAVE WORKED VERY HARD ON THIS ISSUE WITH MAXIMUS TO MAKE THIS A BETTER MORE USER FRIENDLY TOOL. SO A MESSAGE WAS SENT TO YOU, I BELIEVE ON MAY THE 10TH, 2017, AND IS SUMMARIZING THE CHANGES TO THE TOOL BUT THE NEW FIND HELP TOOL WILL ALLOW BENEFICIARIES TO ACCESS A DIRECTORY OF SERVICE PROVIDERS THAT THEY CAN SELECT BASED ON THE TYPE OF ORGANIZATION AND THE TYPE OF SERVICES THEY ARE SEEKING AND REALLY THE TOOL HAS BEEN ENHANCED IN 4 PRIMARY WAYS. WE HAVE MADE THE SEARCH RESULTS MORE SIMPLIFIED TO MAKE IT EASIER TO USE. EACH SERVICE PROVIDER WILL ONLY BE LISTED ONCE IN THE INITIAL SEARCH RESULTS. THE USER WILL THEN BE ABLE TO SELECT AN OPTION TO SEE ALL OF THE OFFICE LOCATIONS FOR A PARTICULAR SERVICE PROVIDER.WE OFFER USERS TO CHOOSE NOW WHETHER THEY SEEK IN PERSON SERVICE PROVIDER OR WHETHER THEY ARE, WHETHER THEY PREFER SERVICES VIRTUALLY. SO THE BENEFICIARY WHERE THEY CAN SELECT ALL, THEY CAN CHOOSE WHETHER IN PERSON VIRTUAL OR ANY SERVICE PROVIDER, ANY TYPE OF SERVICE PROVIDER.AS I INDICATED EARLIER, THE BENEFICIARY CAN GO INTO THE TOOL AND SELECT BY THE TYPE OF SERVICES THEY SEEK SO THEY CAN PROVIDE, THEY CAN SEARCH BY EN, VOCATIONAL REHABILITATION, PABS ORGANIZATION AND WE REMOVED THE STATE-BASED SEARCH BY FOCUSING ON ZIP CODE BASED SEARCHES. SO WE ELIMINATE THE CONFUSION FOR BENEFICIARIES THAT LIVE NEAR ONE OR MORE BORDER STATES SO THAT THE SEARCH CAN BE CONDUCTED BY ZIP CODE VERSUS STATE.SO WE THINK THAT THESE CHANGES WILL IMPROVE THE EXPERIENCE OF THE BENEFICIARIES, HELP THEM FIND THE RIGHT TYPE OF SERVICES THEY NEED IN AN EASIER MANNER. WE ENCOURAGE YOU TO GO IN AND TAKE A LOOK AT THE NEW FIND HELP TOOL ENHANCEMENTS AND, AGAIN, WE'LL TAKE ANY QUESTIONS OR COMMENTS THAT YOU HAVE PERTAINING TO THIS TOWARDS THE END OF THE CALL.SO I'VE TALKED A LOT. WITHOUT FURTHER ADO I'M GOING TO TURN THIS OVER TO CAROL DEMPSEY, SHE IS LEADING SOME EFFORTS WITH REGARDS TO SOME TRAINING PACKAGES THAT WE ARE TRYING TO ENGAGE AND ENHANCE OUR FIELD COMPONENTS AND GET THE MESSAGE OUT AND IMPROVE TRAINING AND THE MESSAGING OF THE TICKET TO WORK PROGRAM AND CAROL WILL GIVE US SOME MORE DETAILS ABOUT THAT.

>> HI, GOOD AFTERNOON. WE ARE PUTTING TOGETHER A TRAINING PACKAGE FOR THE FIELD OFFICE TO GIVE THE FIELD OFFICE SOME ADDITIONAL TRAINING ON THE TICKET TO WORK PROGRAM. WE EXPECT THIS TRAINING PACKAGE TO GO OUT WITHIN THE NEXT 2 TO 3 MONTHS AS IT TAKES US A LITTLE WHILE BECAUSE EVERYTHING NEEDS TO BE APPROVED BY OPERATIONS.THIS TRAINING PACKAGE WILL INCLUDE AN INTRODUCTION TO TICKET TO WORK FOR THE FIELD OFFICE, AN OVERVIEW OF THE TICKET TO WORK WITH LINKS, A VIDEO AND PHONE NUMBERS AND THE INTRODUCTION. ALSO WE WILL HAVE A POSTER SENT OUT TO EVERY FIELD OFFICE WITH TICKET TO WORK INFORMATION WITH THE CHOOSE TO WORK WEB SITE, TICKET TO WORK HELP LINE NUMBERS AND WE ARE REQUESTING THAT THE POSTER BE HUNG IN THE RECEPTION AREA SO ALL BENEFICIARIES CAN SEE IT. ALSO INCLUDED IN THIS PACKAGE WILL BE A MEET BEN VIDEO. THEY VIEWED THE VIDEO ON THE SECOND WEEK IN APRIL AND NOW WE'RE GOING TO HAVE THEM VIEW IT AGAIN WITH THIS TRAINING PACKAGE. THEY CAN VIEW THE TRAINING AND WALK THEM THROUGH SOMEONE APPLYING FOR TICKET TO WORK.LASTLY WE WILL INCLUDE A DESK GUIDE. THIS WILL INCLUDE A MORE COMPREHENSIVE LIST OF WEB SITES, PHONE NUMBERS, ORDERING HANDOUTS TO TICKET TO WORK AND IT WILL INCLUDE A DECISION TREE TO WALK CLAIM REPRESENTATIVES, CLAIM SERVICE REPRESENTATIVES, THROUGH THE TICKET TO WORK PROCESS IN A DETAILED MANNER. AND WE HOPE TO HAVE IT IN 2 TO 3 MONTHS.

>> BACK TO ME, RIGHT? ALL RIGHT.THANKS, CAROL, FOR THAT. AGAIN, ON-GOING EFFORTS TO ENHANCE OUR FIELD COMPONENTS' KNOWLEDGE AND EDUCATION ABOUT TICKET TO WORK SO THAT THEY ARE ABLE TO COMMUNICATE WITH THE BENEFICIARIES AT THE FIELD OFFICE RELATIVE TO THOSE THINGS THAT ARE TICKET TO WORK. SO ON-GOING EFFORTS, A LOT OF HARD WORK BEING DONE AND I WANT TO THANK GARY'S TEAM AND THE FOLKS WITH THAT FOR THEIR EFFORTS.AT THIS POINT I WANT TO KEY UP OUR GUEST SPEAKERS WHO ARE GOING TO PRESENT TODAY AND THEN THANK THEM FOR PARTICIPATING . SO THE INTRODUCTION HERE IS AN ADMINISTRATIVE EMPLOYMENT NETWORK. JUST BY MEANS OF BACKGROUND, THE WORK WITHOUT LIMITS ADMINISTRATIVE EMPLOYMENT NETWORK STARTED IN 2014 AND CURRENTLY PARTNERS WITH 12 COMMUNITY ORGANIZATIONS WHO PROVIDE JOB PLACEMENT SERVICES TO INDIVIDUALS WITH DISABILITIES. THE ADMINISTRATIVE EN PROVIDES A HIGH LEVEL OF SUPPORT TO THESE ORGANIZATIONS INCLUDING BENEFITS COUNSELING AND LONG-TERM FOLLOW-UP SERVICES. IN LESS THAN 3 YEARS THIS EN HAS GENERATED MORE THAN 220,000 IN TICKET PAYMENTS. ALEXIS HENRY IS DIRECTOR OF THE DISABILITY HEALTH AND EMPLOYMENT POLICY UNIT AT UMAS MEDICAL SCHOOL'S CENTER FOR HEALTH POLICY AND RESEARCH WHERE WORK WITHOUT LIMITS IS HOUSED. ALEXIS HAS OVER 30 YEARS OF EXPERIENCE IN DISABILITY SERVICES AND RESEARCH AND WORKS CLOSELY WITH PETER TRAVISANO TO SUPPORT THE ADMINISTRATIVE ENPETER TRAVISANO IS THE EN PROJECT DIRECTOR AND HAS MORE THAN 7 YEARS OF EXPERIENCE AS A CERTIFIED COMMUNITY WORK INCENTIVES COORDINATOR AND MORE THAN 20 YEARS OF EXPERIENCE IN THE VOCATIONAL REHABILITATION FIELD. SO WITHOUT FURTHER ADO I WILL GO AHEAD AND TURN IT OVER TO ALEXIS AND PETER.

>> THANK YOU, ROB.SO THIS IS ALEXIS HENRY. I'LL KICK IT OFF AND THANK YOU FOR HAVING US THIS AFTERNOON. WHAT I'M GOING TO DO IS GIVE YOU JUST A LITTLE BIT OF THE BACKGROUND STORY OF THE WORK WITHOUT LIMITS ADMINISTRATIVE EMPLOYMENT NETWORK AND THEN I'LL TURN IT OVER TO PETER TO GIVE YOU MORE OF THE DETAILS OF HOW WE OPERATE.SO AS ROB SAID, WE ARE AN ADMINISTRATIVE EMPLOYMENT NETWORK AND WE PARTNER WITH COMMUNITY-BASED EMPLOYMENT SERVICE PROVIDERS AND REHAB PROVIDERS IN OUR STATE OF MASSACHUSETTS TO HELP THEM MAXIMIZE THE REVENUE THAT'S AVAILABLE THROUGH THE TICKET TO WORK PROGRAM, SO OUR GOAL WITH OUR COMMUNITY ORGANIZATION PARTNERS IS REALLY TO HELP THEM TAKE ADVANTAGE OF THE REVENUE THAT'S AVAILABLE FOR THE TICKET PROGRAM AND FOR THE BENEFICIARIES WHO GET REFERRED TO US FROM OUR TICKET PARTNERS WHO ARE TICKET HOLDERS AND ASSIGN THEIR TICKETS TO OUR EN OUR FOCUS IS ON PROVIDING THOSE BENEFICIARIES WITH A HIGH LEVEL, INTENSIVE VERSION OF BENEFITS SUCH AS COUNSELING INCLUDING ON-GOING SUPPORT FOR AS LONG AS THEY NEED IT TO REALLY HELP PEOPLE FOR SELF-SUFFICIENCY AND SUPPORT THEM ALL ON THE WAY IN THE PATH TO HIGHER EARNINGS. SO THAT'S OUR COMMITMENT TO OUR BENEFICIARIES, TO REALLY SUPPORT THEM IN THAT PURSUIT.I'M GOING TO GO TO THE NEXT ONE. JUST A LITTLE BIT OF OUR BACKGROUND. THE ADMINISTRATIVE EMPLOYMENT NETWORK IS HOUSED AT THE UNIVERSITY OF MASSACHUSETTS MEDICAL SCHOOL WITHIN THE DISABILITY POLICY UNIT AND WE MANAGE AN OVERALL INITIATIVE CALLED WORK WITHOUT LIMITS. THE BACKGROUND OF WORK WITHOUT LIMITS IS WE BEGAN WITH FUNDING FROM CMS, CENTERS FOR MEDICARE AND MEDICAL SERVICES WITH A COMPREHENSIVE EMPLOYMENT OPPORTUNITIES GRANT, SOME OF YOU MIGHT BE FAMILIAR WITH THE MICO GRANTS THAT MANY STATES HAD FOR A NUMBER OF YEARS, THE PROGRAM WAS HAD ABOUT 11 OR SO YEARS OF FUNDING AND THE GOALS OF THE MICO GRANT WAS TO SEEK EMPLOYMENT FOR PEOPLE WITH DISABILITIES AND ENGAGE IN A WHOLE RANGE OF INFRASTRUCTURE ENHANCEMENTS AND SYSTEMS CHANGE ACTIVITIES TO PROMOTE EMPLOYMENT OPPORTUNITIES.SO WE WERE THE MICO FOR MASSACHUSETTS AND THAT WAS THE DEVELOPMENT OF WORK WITHOUT LIMITS WAS REALLY SUPPORTED BY THAT FUNDING THROUGH THE GRANTS. AS THOSE OF YOU WHO HAVE BEEN INVOLVED WITH MICO KNOW, THAT ENDED IN 2011-2012 AND WE HAVE BEEN ABLE TO SUSTAIN SOME VERY KEY ACTIVITIES THROUGH A VARIETY OF MECHANISMS SINCE THE FUNDING ENDED. BUT WORK WITHOUT LIMITS IS A STATE-WIDE NETWORK OF COLLABORATIVE PARTNERS AND EMPLOYERS THAT ARE REALLY COMMITTED TO CHANGING THE FACE OF EMPLOYMENT FOR PEOPLE WITH DISABILITIES IN OUR STATE. WE HAVE A VERY PASSIONATE GROUP OF COLLABORATORS THAT WORK WITH US AND EMPLOYERS WHO ARE REALLY COMMITTED TO DIVERSIFYING THEIR WORK FORCES BY INCLUDING PEOPLE WITH DISABILITIES AND SO WE HAVE KIND OF A SET OF KEY ACTIVITIES. WE DO A TREMENDOUS AMOUNT OF WORK DIRECTLY WITH EMPLOYERS WHO HELP THEM LOOK AT THEIR HIRING PRACTICES AND THE POLICIES RELATED TO EMPLOYMENT CALLED JOBS WITHOUT LIMITS, JOB OPPORTUNITIES SPECIFICALLY FOR WORKERS WITH DISABILITIES WHO ARE LOOKING FOR EMPLOYMENT IN MASSACHUSETTS AND WE HAVE A WIPA PROJECT HERE CALLED BENE PLAN SO WE PROVIDE SERVICES TO BENEFICIARIES [A-PBLDZ/] WE ALSO DO A LOT OF TRAINING FOR COMMUNITY PROVIDERS ON A VARIETY OF TOPICS RELATED TO PEOPLE WITH DISABILITIES AND THE AEN IS ANOTHER OF OUR INITIATIVES UNDER WORK WITHOUT LIMITS.WE CHOSE THE AEN MODEL BECAUSE OF OUR HISTORY AND OUR WORK WITH COMMUNITY PARTNERS OVER THE YEARS THAT WE HAVE THE MIG FUNDING, REALLY WE GOT TO KNOW ALMOST ALL THE EMPLOYMENT SERVICE PROVIDERS OPERATING THROUGH COMMUNITY-BASED PROGRAMS IN OUR STATE. AND WE KNOW, WE KNEW FROM THAT EXPERIENCE THAT MANY OF THEM HAD EITHER, THEY DIDN'T HAVE THE RESOURCES TO MANAGE AN EMPLOYMENT NETWORK ON THEIR OWN. THEY MIGHT HAVE ATTEMPTED IT BUT REALLY COULDN'T SUSTAIN IT AND IT WAS PRETTY CLEAR TO US THAT THIS, THAT PEOPLE WERE NOT TAKING ADVANTAGE OF THE TICKET PROGRAM BECAUSE THEY DIDN'T HAVE THE INTERNAL CAPACITY TO SUPPORT THE ADMINISTRATION OF THE PROGRAM.AND SO BECAUSE IT WAS CONSISTENT WITH OUR OVERALL MISSION OF PROMOTING EMPLOYMENT OPPORTUNITIES FOR PEOPLE WITH DISABILITIES IN OUR STATE AND SUPPORTING OUR PARTNERS AND COLLABORATING WITH OUR PARTNERS, WE SAID TO OURSELVES, WELL, MAYBE WE COULD TAKE THIS ON. AND WE WORK IN A VERY LARGE DIVISION OF THE MEDICAL SCHOOL THAT DOES A LOT OF PARTNERING WITH STATE AGENCIES AS AN ORGANIZATION AND WE ACTUALLY APPROACHED ONE OF OUR SISTER CENTERS HERE AT THE MEDICAL SCHOOL THAT DOES A LOT OF WORK AROUND FEDERAL REVENUE MAXIMIZIZATION FOR STATE AGENCIES AND COMMUNITY ORGANIZATIONS AND WE APPROACHED THEM ABOUT PARTNERING WITH US TO HELP US GET AN ADMINISTRATIVE EMPLOYMENT NETWORK OFF THE GROUND. THEY WERE VERY INTRIGUED WITH THE IDEA, IT FIT VERY CONSISTENTLY WITH THEIR MISSION, SO THEY PROVIDED US WITH SOME INITIAL SUPPORT TO HIRE PETER AND GET THE AEP OFF THE GROUND AND WE ARE MOVING TO A PROGRAM THAT IS TOTALLY SELF-SUFFICIENT.WHY DON'T I STOP THERE AND I'M GOING TO TURN IT OVER TO PETER.

>> THANK YOU. SO WHY DON'T WE MOVE ON TO SLIDE -- YEAH, WE'LL SKIP THAT SLIDE, I THINK ALEXIS DISCUSSED THAT. SO WHY DON'T WE MOVE ON TO SLIDE 7.OR SLIDE 8. YEAH, THANK YOU.SO WE WERE APPROVED AS AN EN IN SEPTEMBER OF 2014. SINCE THAT TIME WE HAVE ADDED 12 PARTNERS AND WE'LL TALK ABOUT OUR PARTNERS IN JUST A MOMENT. BUT WE'VE BEEN PRETTY CAREFUL ABOUT OUR TICKET ASSIGNMENTS. WE'VE ASSIGNED 119 TICKETS BUT THE MAJORITY OF OUR TICKETS ARE FOLKS THAT ARE WORKING AND WORKING AT TRIAL WORK LEVEL OR ACTUALLY THE HIGHEST NUMBER OF FOLKS ARE ACTUALLY WORKING AT THE SGA LEVEL TO DATE. I WOULD EXPECT BY THE END OF 2018 THAT WE WILL ACTUALLY HAVE GENERATED ABOUT HALF A MILLION DOLLARS IN TICKET REVENUE, WHICH WOULD BE REALLY GREAT FOR US.WE CAN MOVE ON TO THE NEXT SLIDE.OUR PARTNERS INCLUDE 10 COMMUNITY-BASED ORGANIZATIONS THAT ARE PROVIDING VOCATIONAL REHABILITATION TO PEOPLE WITH A VARIETY OF DISABILITIES. THERE ARE CASES OF A STRONG NUMBER OF FOLKS THAT ARE WORKING WITH PEOPLE WITH MENTAL HEALTH DISABILITIES BUT THEY DEFINITELY INCLUDE A WIDE VARIETY OF DISABILITIES WITHIN THAT GROUP. WE HAVE A ONE STOP CAREER CENTER, WE'RE LOOKING TO PARTNER WITH MORE, AND HAVE JUST BROUGHT ON A STATEWIDE PEER OPERATED NETWORK SPECIALIZING IN TRAINING AND CERTIFICATION IN MENTAL HEALTH. WE THINK THAT'S A GREAT GROUP OF PEOPLE TO BE WORKING WITH AND THESE FOLKS ARE EARNING AT A PRETTY SUBSTANTIAL LEVEL AND IN MANY CASES ARE WORKING TO BECOME SELF-SUFFICIENT.SO THE SERVICES WE PROVIDE TO OUR PARTNERS IS IWP DEVELOPMENT, WE GENERALLY DO ALL THE WORK IN TERMS OF DEVELOPING THE IWP, WE TAKE CARE OF THE TICKET ASSIGNMENT THROUGH THE PORTAL AND WORKING WITH MAXIMUS. WE DEVELOP EARNINGS DOCUMENTATION AND THAT'S SOMETHING THAT WE WORK WITH ALL OF OUR TICKET HOLDERS REALLY VERY REGULARLY, ANYBODY THAT WE BELIEVE IS WORKING, ESPECIALLY WORKING AT A BILLABLE LEVEL, WE'RE REACHING OUT TO THOSE FOLKS EITHER GENERALLY BY MAIL REQUESTING EARNING DOCUMENTATION AND REALLY THE OVERWHELMING MAJORITY OF PAYMENTS WE'RE GETTING THROUGH THE PORTAL AND NOT THROUGH AUTO PAY. SO WE'RE GETTING THOSE PAYMENTS REALLY VERY QUICKLY DUE TO OUR RELATIONSHIP WE HAVE WITH OUR TICKET HOLDERS. I THINK THAT THOSE RELATIONSHIPS ARE REALLY BUILT ON THE FACT THAT THEY WORK WITH US VERY CLOSELY AROUND THEIR BENEFIT PLANNING NEEDS SO THEY KEEP A PRETTY CLOSE CONTACT WITH THE AEN BECAUSE THEY FIND THAT PRETTY BENEFICIAL.AS WE MENTIONED, WE SUBMIT PAYMENT REQUESTS, WE DISTRIBUTE PAYMENTS TO OUR PARTNERS ON A REGULAR BASIS AND, AS WE MENTIONED, WE PROVIDE BENEFIT COUNSELING WITH LONG-TERM FOLLOW-UP SERVICES INCLUDING AT MINIMUM QUARTERLY OUTREACH TO OUR ASSIGNED TICKET HOLDERS.THE REFERRAL PROCESS, BASICALLY OUR IDEA IS THAT WE WANT TO MAKE THIS EASY-PEASEY FOR OUR PARTNERS. I THINK THE TICKET PROGRAM HAS BEEN COMPLICATED. WE BASICALLY WANT TO DEAL WITH THE COMPLICATIONS AND MAKE THINGS WORK VERY SIMPLY FOR OUR PARTNERS IN A WAY THAT IS REALLY PRETTY SMOOTH. OUR PARTNERS BASICALLY FILL OUT A SIMPLE ONE-PAGE REFERRAL FORM ALONG WITH THE REFERRAL FORM ARE THE SECURITY RELEASES, 3280H WHICH ALLOW US TO GET COPIES OF THE BENEFIT PLANNING INQUIRIES WHICH MANY OF YOU ARE FAMILIAR WITH, WHAT'S BASICALLY NEEDED TO PROVIDE ACCURATE BENEFIT COUNSELING TO FOLKS. CERTAINLY WELCOME SELF-REFERRALS, WE GET SOME OF THOSE THROUGH THE FIND HELP SOURCES AND THROUGH SOME OF OUR CONTACTS THROUGHOUT THE STATE.AND WE TRY TO MOVE VERY QUICKLY, WE ARE DEFINITELY ABLE TO PROVIDE BENEFIT COUNSELING AND TICKET ASSIGNMENT AND A REFERRAL.ONE THING WE TAKE VERY SERIOUSLY IS THE BENEFIT PLAN WHICH IS A WIPA PLAN THAT WORK WITHOUT LIMITS IS MAINTAINING STRICT COMPLIANCE WITH THE WIPA FIREWALL REQUIREMENTS. WE DO MAKE REFERRALS TO THE BENEFITS OFFICE, OTHER WIPA PROJECTS, BENEFITS COUNSELING AS NEEDED. WE DO NOT RECEIVE REFERRALS FROM BENE PLAN, THOSE BENE PLAN WORK UP, WE HAVE NEVER ASSIGNED A TICKET BASED ON CONTACT WITH BENE PLAN. WE TRY TO KEEP THOSE REALLY SEPARATE. THE MOTION IN TERMS OF REFERRALS IS ALWAYS FROM THE AEN TO BENE PLAN, WHICH WE TRY TO REALLY STAY STRICT WITH THAT.OUR STAFFING NEEDS ARE PRETTY LEAN. THERE'S ALEXIS AND MYSELF, THE DIRECTOR WHO RUNS THE PROGRAM, I'M THE AEN PROJECT MANAGER AND I ALSO PROVIDE THE BENEFIT COUNSELING AND PARTNER LIAISON THEN WE HAVE TWO PART-TIME ADMINISTRATIVE STAFF.

>> WE ALSO GET SOME SUPPORT FROM OUR CENTER'S FINANCE STAFF TO ASSIST WITH DISTRIBUTION OF PAYMENTS TO OUR PARTNERS.

>> IT'S A SMALL OPERATION BUT WE STAY PRETTY BUSY AND I THINK WE REACH OUT TO OUR FOLKS REALLY REGULARLY.

>> WE DO HAVE A PLAN, OUR FISCAL YEAR BEGINS JULY 1 AND WE'RE HOPING TO BRING ON ANOTHER PROGRAM PERSON LIKE PETER TO EXPAND BECAUSE WE KNOW THERE'S ADDITIONAL OPPORTUNITIES FOR OTHER PARTNERS IN THE STATE, SO WE'RE LOOKING TO GROW THE AEN. I THINK WE'LL BE ABLE TO BRING ON A HALF TIME PERSON STARTING IN JULY. THAT'S THE GOAL, ANYWAY.

>> AND QUESTIONS. IN SHORT THE AEN MODEL HAS PROVEN TO BE GREAT FOR US, GREAT FOR OUR AREA, ACTUALLY WE'RE LOOKING TO EVEN GO BEYOND THE STATE OF MASSACHUSETTS, BUT FOR ORGANIZATIONS THAT WANT TO IN SOME WAY PARTICIPATE IN THE TICKET PROGRAM AND ALSO PROVIDE THEIR FOLKS WITH BENEFIT COUNSELING WE CAN BASICALLY TAKE CARE OF A LOT OF THE ADMINISTRATIVE BURDEN THAT THE TICKET PROGRAM SOMETIMES HAS WITH SMALLER ORGANIZATIONS GENERATE PAYMENTS AND PROVIDE GOOD SERVICE TO THEIR BENEFICIARIES.

>> THANK YOU SO MUCH, ALEXIS AND PETER. WHAT WE'RE GOING TO DO NOW, WE'RE GOING TO ASK THE OPERATOR TO PLEASE OPEN UP THE LINE FOR A FEW QUESTIONS FOR THIS PORTION OF THE PRESENTATION ONLY.

>> ABSOLUTELY. IF YOU'D LIKE TO ASK A QUESTION ON TODAY'S CONFERENCE, PLEASE SIGNAL BY PRESSING STAR 1 ON YOUR TELEPHONE KEY PAD. IF YOU'RE USING A SPEAKER PHONE PLEASE BE SURE YOUR MUTE FUNCTION IS TURNED OFF TO ALLOW YOUR SIGNAL TO REACH OUR EQUIPMENT. WE WILL PAUSE FOR JUST A MOMENT TO ALLOW EVERYBODY AN OPPORTUNITY TO SIGNAL FOR QUESTIONS.AND WE HAVE OUR FIRST QUESTION. PLEASE STATE YOUR NAME FOLLOWED BY YOUR QUESTION.

>> HI, I'M ANDREA SITERA IN THE WASHINGTON, DC AREA. MY QUESTION HAS TO DO WITH HOW DID YOU GET STARTED AS A COMMUNITY EN HOW DID YOU APPROACH YOUR PARTNERS, WERE THEY ALREADY EN'S AND YOU TOOK OVER THE ADMINISTRATION? HOW DID YOU GET THE WHOLE THING STARTED?

>> MOST OF OUR PARTNERS ARE NOT EN'S. A COUPLE OF THEM WERE. BECAUSE WE HAD STRONG RELATIONSHIPS WITH A VARIETY OF ORGANIZATIONS, WE ACTUALLY BEGAN WITH ONE LARGE PART OF COMMUNITY-BASED ORGANIZATION THAT HAS A CONTRACT FROM OUR STATE DEPARTMENT OF MENTAL HEALTH AND OUR STATE DEPARTMENT OF DEVELOPMENTAL SERVICES TO PROVIDE SUPPORTS TO THEIR CLIENTS. I HAVE TO SAY IT WAS AN IDEA THAT WE HAD SORT OF BREWING IN OUR MINDS FOR QUITE A WHILE. WE REACHED OUT TO THE ADMINISTRATIVE EMPLOYMENT NETWORKS THAT WE KNEW ACROSS THE COUNTRY TO LEARN A LITTLE BIT ABOUT HOW THEY DID IT, SO WE APPROACHED THIS LARGE VENDOR ORGANIZATION TO SAY, YOU KNOW, LET'S TALK ABOUT HOW WE WOULD BUILD THIS. AND OUR MODEL WAS ALWAYS, IT WAS ALWAYS PRETTY CLEAR THAT THE FEES THAT OUR COMMUNITY PARTNERS REALLY COULDN'T MANAGE VERY EFFECTIVELY WAS THE ADMINISTRATIVE MANAGEMENT OF THE TICKET PROGRAM. SO, AGAIN, WE APPROACHED AN IN-HOUSE CENTER TO PROVIDE US WITH SOME SEED MONEY SO WE COULD ACTUALLY HIRE PETER SO WE COULD NOT JUST, YOU KNOW, SUBMIT THE APPLICATION TO OUR BUSINESS PLAN BUT WORK WITH THAT LARGE VENDOR PARTNER TO KIND OF WORK OUT THE PROCESSES.WE HAD A MEMORANDUM OF UNDERSTANDING WITH ALL OUR PARTNERS SO IT REQUIRED WORKING WITH OUR COMPLIANCE ATTORNEY, OUR ATTORNEY AND COMPLIANCE OFFICER WITHIN OUR CENTER, WORKING WITH SSA, THE SECURITY CLEARANCE, ALL THE SORT OF PIECES THAT YOU HAVE TO HAVE IN PLACE. WE WERE ABLE TO LAUNCH WITH THIS FIRST LARGE PARTNER AND WITH THEM WE WORKED OUT PROCESSES REALLY AIMING TO GET AS EFFICIENT AS POSSIBLE.IT DOES REQUIRE WHEN WE BRING ON A NEW PARTNER TO REALLY ORIENT THEIR STAFF TO WHAT THE TICKET PROGRAM IS ABOUT, HOW IS THE RIGHT PERSON TO REFER, HOW TO DO THE REFERRAL, PETER DEVELOPED TRAINING. IT WAS A LOT OF WORK AND FRANKLY WE WOULD NOT HAVE BEEN ABLE TO DO IT IF WE DID NOT HAVE SUPPORT IN HOUSE.

>> RIGHT, RIGHT. SO WHEN YOU REACHED OUT TO THE OTHER AS MINIMUM ADMINISTRATIVE EN'S WERE THEY OPEN TO GIVING YOU HOW THEY STARTED? I'M ASKING BECAUSE I THINK THAT THIS IS THE NEXT STEP FOR ME, FOR OUR EN, AND I'M THINKING HOW DO I GROW THIS EN AND DO IT EFFECTIVELY AND ONE OF THE POINTS FOR ME IS BECOMING AN ADMIN EN FOR OTHER EN'S. SO YOU DIDN'T GO TO OTHER EN'S, THOUGH, YOU WENT TO COMMUNITY PARTNERS.

>> I MEAN A LOT OF OUR COMMUNITY PARTNERS HAD EITHER ATTEMPTED TO BE AN EN, HAD BEEN AN EN, WE WERE NOT -- SOME OF OUR PARTNERS ARE EN'S. IT'S REGISTERED AS OUR EN AND WE SERVE AS THE UMBRELLA FOR ALL OF OUR PARTNERS.

>> YOU DO EVERYTHING START TO FINISH FROM THE IWP TO JOB PLACEMENT AND THEN POST FOLLOW ALONG SERVICES.

>> THEY DO BASICALLY ALL OF THE EMPLOYMENT SERVICES. WE DO THE IWP BENEFITS COUNSELING, BUT THEY PROVIDE -- BASICALLY OUR GOAL IS FOR OUR PARTNER ORGANIZATIONS TO DO WHAT THEY ALREADY ARE DOING. JOB DEVELOPMENT, CAREER DEVELOPMENT, JOB PLACEMENT AND FOLLOW ALONG SUPPORTS WITH PEOPLE AND WE PROVIDE, WE DEVELOP THE IWP IN PARTNERSHIP WITH THE BENEFICIARY, WE PROVIDE INTENSIVE BENEFITS COUNSELING AND ADMINISTRATIVE MANAGEMENT.

>> I'M JUST GOING TO JUMP IN AND FIGURE IT OUT. THANK YOU. IF I WANTED TO GET IN TOUCH WITH YOU, HOW WOULD I DO THAT?

>> WE'RE ON THE SLIDE HERE.

>> THE SLIDES DIDN'T COME UP FOR ME.

>> YOU COULD CONTACT ME AT PETER.TRAVISANO AT UMASSMED.EDU

>> WE'LL POST IT IN THE CHAT.

>> THANK YOU FOR THE QUESTION, ANDREA, VERY MUCH. ANDREW, WE'LL TAKE ANOTHER QUESTION.

>> PLEASE STATE YOUR NAME FOLLOWED BY YOUR QUESTION.

>> HI, MY NAME IS PETER MEAD, I'M AN EMPLOYMENT NETWORK. I'M A FAN OF WHAT YOU ARE DOING, I THINK IT'S A GREAT CONCEPT AND I'M REALLY HAPPY YOU ARE HAVING SUCCESS IN IT. IT OCCURRED TO ME, AS I WAS THINKING ABOUT YOUR MODEL, WHEN YOU ARE RECEIVING SELF-REFERRALS DO YOU DO A REVIEW WITH THOSE PEOPLE JUST TO MAKE SURE THAT YOU ARE NOT ACTUALLY TALKING WITH SOMEBODY WHO IS FROM ONE OF YOUR PARTNERS? WHO IS THAT?

>> WE'RE REALLY CAREFUL ABOUT THAT.

>> THAT CAN HAPPEN AND IF SOMEBODY IS ALREADY AFFILIATED WITH ONE OF OUR PARTNERS THEN WE'LL MAKE SURE THAT THE PARTNER GETS THE SPLIT AND THE REFERRING INFORMATION IS HANDLED APPROPRIATELY.

>> AND THAT SOUNDS LIKE A NATURAL OPPORTUNITY TO ALSO DEEPEN YOUR PARTNERSHIP WITH THAT PARTNER. HEY, WE GOT THIS SURPRISE, ONE OF YOUR PEOPLE CALLED US, HEY, WHY DON'T YOU DEVELOP YOUR ORIENTATION SESSION FOR THEM SO THAT THEY'VE GOT A BETTER UNDERSTANDING THAT OUR SERVICES ARE AVAILABLE, THAT SOUNDS LIKE A NATURAL SPOT TO TAKE THE PARTNERSHIP A LITTLE DEEPER.

>> I THINK THAT MAKES SENSE. BY THE WAY, THANK YOU, PETER. FROM THE VERY BEGINNING YOU WERE ONE OF THE REALLY ENCOURAGING PEOPLE IN GETTING THIS THING OFF THE GROUND.

>> AND LOOK AT YOU NOW. CONGRATULATIONS.

>> THANK YOU.

>> THANK YOU FOR YOUR QUESTION, PETER. OKAY, WE'LL CONTINUE WITH OUR AGENDA AND WE'LL HAND IT OVER TO CARA CAPLAN.

>> GOOD AFTERNOON, EVERYONE. I KNOW A BLAST WAS SENT TO EVERYONE BUT WE WANTED TO REITERATE THAT THERE IS A NEW IWP GUIDE ON THE TICKET TO WORK WEB SITE. IT HAS ALL THE 9 NESTLE [-EPLT/]S THAT ARE CURRENTLY IN YOUR BPA, WHAT WE TRIED TO DO WAS STREAMLINE IT AND HOPEFULLY MADE IT MORE SIMPLE FOR EN'S BUT JUST AS A REMINDER, WHEN WE PUT UP A IWP, IT'S A GUIDELINE. YOU JUST HAVE TO MAKE SURE YOU HAVE THE 9 ELEMENTS IN YOUR BPA OUTLINED AND YOU KEEP THOSE. THAT'S REALLY IT. WE'VE GOTTEN A COUPLE QUESTIONS ON IT AND WE HOPE WE'VE MADE IT EASIER AND MORE SIMPLE FOR YOU. AND NEXT IS CAROL WHO IS GOING TO TALK ABOUT WIPAS.

>> HELLO, EVERYBODY, THIS IS CAROL COHEN AND WELCOME. JUST WANTED TO MAKE A FEW COMMENTS. I'M DELIGHTD THAT TWO OF MY STAFF, TERRI UTTERMOHLEN AND MARGERY MCIVER WILL BE SPEAKING TO YOU ABOUT EXCITING EFFORTS WE ARE GOING TO BE MOVING FORWARD W I KNOW YOU KNOW THIS, BUT TO REMIND YOU WE HAVE 83 WIPA'S OUT THERE THAT COVER THE COUNTRY AND PROVIDE SUPPORT SERVICES FOR BENEFICIARIES WHO ARE ON A CLEAR WORK PATH. THEY PROVIDE VERY INTENSIVE BENEFITS COUNSELING AND WE ENCOURAGE YOU TO, IF YOU ARE NOT ALREADY TO BECOME FAMILIAR WITH YOUR LOCAL WIPA. IF YOU HAVEN'T REACHED OUT TO THEM, ESPECIALLY SOME OF THE NEWER EN'S, PLEASE DO. IF YOU NEED INFORMATION ON WHAT THE NAME OF THE WIPA IS AND WHO TO REACH OUT TO AND THAT'S THE WORK INCENTIVE PLANNING AND ASSISTANCE PROJECT, WE WANT TO ENCOURAGE COOPERATION AND COLLABORATION BETWEEN OUR WIPA'S BECAUSE AFTER ALL WE ARE ALL PART OF THE SAME CONTINUUM TRYING TO PROVIDE A PATH TO FULL EMPLOYMENT FOR OUR BENEFICIARIES.SO I JUST WANTED TO MAKE THAT PITCH. AS YOU ALSO KNOW WE HAVE A VERY ACTIVE HELP LINE AND THE INDIVIDUALS WHO ANSWER THE CALLS ARE ALL TRAINED BY THE SAME CONTRACTOR, THAT'S VIRGINIA COMMONWEALTH UNIVERSITY, VCU, THEY ARE ALL TRAINED BY THE SAME CONTRACTOR THAT TRAINS THE WIPA STAFF TO PROVIDE THE INTENSIVE COUNSELING.THE HELP LINE CUSTOMER SERVICE REPS, WHILE THEY DON'T PROVIDE THE INTENSIVE COUNSELING AND THEY WOULD REFER INDIVIDUALS TO THE WIPA WHO REQUIRED THAT KIND OF SERVICE, THEY CAN PROVIDE FAIRLY EXTENSIVE LEVEL OF INFORMATION AND REFERRAL AND SOME VERY BASIC KINDS OF GUIDANCE AND KIND OF FACTS BASED ON THE KINDS OF QUESTIONS THAT THE BENEFICIARY HAS. SO WE ALSO ENCOURAGE YOU TO USE THE HELP LINE.SO I JUST WANTED TO SAY THAT UP FRONT. WE'RE VERY PROUD OF THE WIPA PROGRAM AND AGAIN WE ENCOURAGE YOU TO REACH OUT TO THEM. WE ALSO HAVE THE PABS PROGRAM, THE PROTECTION AND ADVOCACY FOR BENEFICIARIES OF SOCIAL SECURITY, AND THESE ARE OUR LEGAL ADVOCATES WHO SUPPORT INDIVIDUALS WITH DISABILITIES WHO REQUIRE SOME LEGAL GUIDANCE, LEGAL ADVICE OR INFORMATION. FOR EXAMPLE, IF SOMEONE HAS BEEN DENIED THEIR RIGHTS OR DENIED DUE PROCESS WE WOULD ENCOURAGE YOU TO REACH OUT TO YOUR STATE PABSS WE HAVE THAT INFORMATION FOR YOU TOO. I BELIEVE THAT YOU HAVE THAT BUT IF YOU DO NOT WE WILL BE SURE TO GET THAT TO YOU, THE LIST OF BOTH OUR 83 WIPAS AND OUR 57 PABBS.I WILL NOW TURN IT OVER TO MARJORY, SHE HAS A VERY INTERESTING PRESENTATION TO DISCUSS WITH YOU. THANK YOU.

>> THANK YOU, CAROL. HI, EVERYBODY, AS CAROL SAID, MY NAME IS MARJORY MCIVER, I WORK MOSTLY WITH THE WIPA'S AND PABSS AND I WANTED TO SHARE A CHANGE IN HOW THE TICKET TO WORK LINE REFERS BENEFICIARIES TO WIPA'S. FROM NOW ON BENEFICIARIES WILL BE REFERRED TO A WIPA ONLY IF THEY MEET THE FOLLOWING CRITERIA. THE BENEFICIARY HAS A JOB, A JOB OFFER, HAS AN INTERVIEW IN THE LAST 30 DAYS OR ONE COMING UP IN THE NEXT TWO WEEKS AND WE WILL CONTINUE TO REFER YOU. SO AS YOU CAN SEE THE FOCUS IS NOW ON BENEFICIARIES WHO ARE ALREADY WORKING OR WHERE WORK IS IMMINENT. WE DID THIS REALLY JUST FOR EFFICIENCY AND JUST TO BE MORE CONSISTENT WITH THE WIPA REQUIREMENTS.NOW, AS CAROL MENTIONED, THE CUSTOMER SERVICE REPS AT THE HELP LINE CAN ANSWER QUESTIONS ABOUT THE EFFECT OF WORK ON BENEFITS, GENERAL WORK INCENTIVES AND PROVIDE GUIDANCE AND THE REPS HAVE ALWAYS BEEN GREAT AT PROVIDING GENERAL INFORMATION BUT IN GEARING UP FOR THIS CHANGE IN PROTOCOL WE DID HAVE SOME MORE INTENSIVE TRAINING OR THEY HAD MORE INTENSIVE TRAINING WITH VIRGINIA COMMONWEALTH UNIVERSITY AND WE INSTITUTED THIS CHANGE AT THE END OF MARCH. SO IT'S BEEN UP AND RUNNING FOR ALMOST TWO MONTHS NOW AND WE'VE BEEN RECEIVING REALLY POSITIVE RESPONSES.SO THAT IS MY UPDATE ON THE WIPA PROTOCOL AND I'M GOING TO PASS THE CALL OVER TO TERRY UTTERMOHLEN.GOOD AFTERNOON, EVERYBODY, OR GOOD MORNING FOR ANYBODY THAT'S OUT WEST. I JUST HAVE A QUICK COUPLE THINGS.VIRGINIA COMMONWEALTH UNIVERSITY HAS RECENTLY BEGUN OFFERING AN INTRODUCTORY WEB COURSE AND THIS IS AN INTRODUCTION TO BENEFITS COUNSELING AND THE WORK INCENTIVE. IT'S VERY BASIC BUT IT'S HELPFUL FOR THOSE OF YOU WHO WANT TO UNDERSTAND WHAT WORK INCENTIVES PLANNING IS AND DOES OR WHAT SOME OF THE WORK INCENTIVES ARE THAT MIGHT AFFECT THE BENEFICIARIES WITH WHOM YOU WORK. THEY HAVE GIVEN THE COURSE A COUPLE TIMES, IT'S HAD SOME PRETTY GOOD REVIEWS FROM PARTICIPANTS AND THEY WILL BE OFFERING IT AGAIN BUT THE MOST RECENT REGISTRATION HAD QUITE A BIT OF ENTHUSIASM AND THAT REGISTRATION HAS CLOSED, I BELIEVE, AND WE WILL HAVE MORE ON THE VCU WEB SITE AFTER JULY. THE VCU WEB SITE IS WWW.VCU-NTC.ORG AND I BELIEVE YOU HAVE THAT IN THE CHAT BOX OR IN YOUR HANDOUT. AND I WANT TO ENCOURAGE STAFF THAT ARE NOT GOING TO BE BENEFITS COUNCILORS OR WHO WANT TO SEE WHAT BENEFITS COUNSELING IS ABOUT TO PARTICIPATE IN THIS CLASS. IT'S FREE, THERE IS AN INSTRUCTOR, LUCY MILLER, WHO DID THE RECORDINGS BUT SHE ALSO MONITORS THE WEB COURSE. AS I SAID, IT IS AN INTRODUCTION. BENEFITS COUNSELING IS A VERY COMPLICATED FIELD AND IT TAKES A LOT OF BOARD OF CORRECTIONS FOR PEOPLE TO LEARN THE INTRICACIES OF HOW THE BENEFITS FIT TOGETHER. THIS CLASS DOES NOT PREPARE PEOPLE TO BE BENEFITS COUNCILORS. IT PREPARES YOU TO UNDERSTAND WHAT BENEFITS COUNCILORS DO AND THE THINGS THAT ARE OUT THERE THAT THEY MIGHT BE ABLE TO HELP PEOPLE WITH.I'M GOING TO PASS THIS NOW TO PATRICE MCCLEAN.

>> GOOD AFTERNOON, EVERYBODY, THIS IS PATRICE MCCLEAN, I AM A PROJECT [O-FRS/]ER IN THE OFFICE OF PROJECT DEMONSTRATION AND PROJECT SUPPORT AND I WANTED TO PROVIDE A BRIEF UPDATE ON SOMETHING WE SPOKE ABOUT AT THE LAST CALL. WE'RE RUNNING 3 PROOF OF CONCEPT, THE BENEFITS PLANNING INQUIRY PROOF OF CONCEPT. JUST FOR THE SAKE OF ANYONE WHO WASN'T HERE LAST QUARTER, WE HAVE CENTRALIZE THE OPERATION OF PROVIDING BENEFITS PLANNING INQUIRIES TO PARTICIPATING ORGANIZATIONS AND THOSE ORGANIZATIONS INCLUDE EMPLOYMENT NETWORKS, WIPA ORGANIZATIONS THAT WE JUST HEARD OF, AND SOME VOCATIONAL REHABILITATION OFFICES. WE IMPLEMENTED THIS PROOF OF CONCEPT ON MARCH 4, 2015, WITH JUST OVER 20 ORGANIZATIONS, HOPING TO BETTER THE RESPONSE TIMES AND ALSO SEE WHAT RESEARCH WE COULD PROVIDE THAT WOULD DEMONSTRATE THE NEED FOR A NEW AND IMPROVED BPQY APPLICATION. SINCE OUR BEGINNING IN MARCH OF 2015 WE HAVE SATISFIED OVER 24,000 REQUESTS WITH AN AVERAGE PROCESSING TIME OF JUST OVER 4 BUSINESS DAYS. WE HAVE EXPANDED TO INCLUDE 45 PARTICIPATING ORGANIZATIONS.THE GOALS OF THIS PROOF OF CONCEPT ARE TO PROVIDE DATA THAT SHOW THAT CENTRALIZING THE BPQY PRODUCTION WILL ALLOW US TO RESPOND TO ALL SUCH ORGANIZATIONS IN BETTER TIMING THAN WE ARE ABLE TO AT TIMES FROM OUR LOCAL FIELD OFFICES. WE WOULD ALSO LIKE TO CREATE AN IMPROVED BPQY APPLICATION BECAUSE THE CURRENT APPLICATION USES SCREEN TECHNOLOGY WHICH IS TECHNOLOGY THAT WE DIDN'T EXPECT TO USE FOR THIS TYPE OF VOLUME. SO FROM TIME TO TIME THE BPQY APPLICATION GIVES US, FOR LACK OF A BETTER WORD, GIVES US SOME TROUBLE AND PRODUCTION FOR OUR FIELD OFFICES AND EVEN OUR PROOF OF CONCEPT.OUR CUMULATIVE PROCESSING TIME IS STILL JUST OVER 4 DAYS BECAUSE WE'VE BEEN ABLE TO IMPROVE IT OVER THE COURSE OF THE PROOF OF CONCEPT, BUT OUR RECENT PROOF OF CONCEPT HAS A PROCESSING TIME OF 9 DAYS AND THAT IS BECAUSE WE INSTITUTED A QUALITY ASSURANCE PROCESS. EACH AND EVERY BPQY IS BEING REVIEWED BEFORE WE RELEASE IT TO OUR PARTICIPANTS. WE DO HOPE THAT WE CAN REDUCE THIS PROCESSING TIME BY HOPEFULLY ADDING ADDITIONAL RESOURCES OR MAKING CHANGES TO OUR INTERNAL PROCESS.WE ARE NOT PLANNING TO EXPAND THE PROCESS AT THE CURRENT TIME BUT WE DO KEEP A WAIT LIST OF ORGANIZATIONS INTERESTED IN PARTICIPATING. PLEASE EMAIL ORDES. BPQY.POC @ SSA.GOV. AS A NOTE FROM LAST CALL, I DID RECEIVE ALL OF THE REQUESTS FOR THE BPQY LAST QUARTER, I SENT RESPONSES TO [AO-EFR/] ORGANIZATION LETTING YOU KNOW WE HAVE ADDED YOU TO THE LIST OF PROSPECTIVE ORGANIZATIONS SO YOU DON'T HAVE TO SEND ME ANOTHER EMAIL AT THIS TIME.WE IMPLEMENTED THE WAGE REPORTING PROOF OF CONCEPT ON OCTOBER 31, 2016 AND WE HAVE TAKEN THE INFORMATION FROM EMPLOYMENT NETWORKS ONLY. A PAY STUB OR ANY WAGE VERIFICATION YOU RECEIVE, WE ENTER THAT INTO THE SYSTEM, ENTER IT INTO THE PORTAL, FOR EXAMPLE. WE TAKE THAT INFORMATION, OUR TICKET PROGRAM MANAGER ENTERS IT INTO A SYSTEM CALLED E WORKS ACCESSIBLE BY OUR FIELD OFFICES. OUR FIELD OFFICES THEN HAVE THAT INFORMATION AND CAN MAKE TIMELY ADJUDICATIVE DECISIONS BASED ON THE EARNINGS OF THOSE BENEFICIARIES. WE HAVE EXTENDED OUR OPERATIONS TO INCLUDE 28 PARTICIPATING ORGANIZATIONS. SINCE THE INCEPTION OF THIS PROOF OF CONCEPT WE HAVE ENTERED 142 WORK REPORTS FOR 137 BENEFICIARIES AND 6,665 PAY STUBS FOR A TOTAL OF 6,574 BENEFICIARIES AND ALL OF THOSE RECORDS, OUR FIELD OFFICE IS SUPPLIED WITH INFORMATION AND PAY STUBS TO SUPPORT THIS INFORMATION SO THEY CAN MAKE TIMELY ADJUDICATED DECISIONS. THE GOALS OF THIS PROOF OF CONCEPT ARE OF COURSE TO REDUCE OVERPAYMENTS AND TIMELY DECISIONS AND WOULD LIKE TO EXPEDITE PAYMENTS TO EMPLOYMENT NETWORKS THAT ARE PROVIDING SERVICES TO BENEFICIARIES. WE DO HOPE TO EXPAND THIS TO ALL EMPLOYMENT NETWORKS. WE WILL BE EXPANDING SOON. FOR MORE INFORMATION OR TO REQUEST TO BE A PART OF THIS PROOF OF CONCEPT, PLEASE EMAIL ORDES.WAGE REPORTING.POC @ SSA.GOV. AGAIN, THAT'S ORDES.WAGE REPORTING @ SSA.GOV.WE TAKE REQUESTS FROM THESE ORGANIZATIONS OF WHAT TYPE OF DATA THEY LACK SO THEY CAN OFFER THEIR SERVICES TO BENEFICIARIES AND THAT IS INFORMATION SUCH AS INDIVIDUALS BY ZIP CODE OR BY AGE SO THAT OUR EMPLOYMENT NETWORKS CAN THEN REACH OUT TO THOSE BENEFICIARIES IN AN ATTEMPT TO HELP THEM EITHER OBTAIN OR SUSTAIN EMPLOYMENT. WE FINISHED OUR FIRST ROUND OF SENDING DATA TO ALL 28 OF THOSE ORGANIZATIONS AND RIGHT NOW WE'RE AT THE POINT WHERE WE ARE SENDING A SECOND ROUND OF DATA TO ALL OF THOSE ORGANIZATIONS. WE DO HOPE TO EXTEND THIS AT SOME POINT. RIGHT NOW IT IS A PROOF OF CONCEPT, WE WANT TO COLLECT DATA THAT HAPPENED AS A RESULT OF OUR WORKING WITH THESE 28 ORGANIZATIONS BUT IT IS OUR GOAL TO BE ABLE TO SEND MARKETING INFORMATION TO EMPLOYMENT NETWORKS ALL OVER THE COUNTRY AT SOME POINT. THE PROOF OF CONCEPT EXISTS REALLY TO MAKE SURE WE CAN COLLECT DATA TO SUPPORT HOW IMPORTANT THIS REALLY IS.FOR INFORMATION ON THE MARKETING PROOF OF CONCEPT YOU CAN EMAIL MARKETING.SUPPORT AT SSA.GOV.AND THAT CONCLUDES THE UPDATE THAT I HAVE AND IF THERE ARE ANY QUESTIONS WE CAN TAKE THEM AT THIS TIME.

>> OPERATOR, WE'LL TURN IT OVER FOR ANY QUESTIONS REGARDING THE POC'S.

>> WE DO HAVE A QUESTION. PLEASE STATE YOUR NAME FOLLOWED BY YOUR QUESTION.

>> HI, MY NAME IS PETER MEAD AGAIN, HI FOLKS. SO IN REGARD TO THE PROOF OF CONCEPT FOR THE BPQY, ONE QUESTION MY FOLKS HAVE STARTED ASKING ME IS WHAT IS MY DISABILITY ON RECORD, CAN YOU GET THAT FROM SOCIAL SECURITY? MY UNDERSTANDING IS RIGHT NOW BEEF TO GET THAT FROM THE FIELD OFFICE, THAT'S NOT AVAILABLE THROUGH THEIR CENTRALIZED BPQY PROCESS. IS THAT CORRECT? IS IT POSSIBLE TO ADD DISABILITY ON RECORD TO THE BPQY THAT THE CENTRAL PROCESS PROVIDES?

>> THAT'S A GOOD QUESTION, PETER. I WOULD HAVE TO TURN TO OUR POLICY FOLKS. I WOULD ASSUME THAT WE WOULD NOT BE ABLE TO DISCLOSE BECAUSE THAT IS MEDICAL INFORMATION AND THE BPQY HAS MORE INFORMATION REGARDING WORK AND THE USE OF WORK INCENTIVES. WE WOULD HAVE TO CONSULT WITH OUR POLICY TEAM ON WHETHER OR NOT WE COULD ADD THAT ONCE WE'RE CREATING A NEWER BPQY AT THIS TIME I KNOW IT'S NOT POSSIBLE TO ADD THAT INFORMATION, BUT WE CAN ALSO DISCUSS THAT WITH OUR POLICY TEAM TO SEE IF THAT IS A POSSIBILITY AND IF THERE'S ANYONE FROM POLICY WHO WOULD LIKE TO WEIGH IN, FEEL FREE.

>> THIS IS CAROL DANCEY, YOU ARE CORRECT. THEY CAN'T GIVE OUT THE DISABILITY.

>> DOES THAT ALSO INCLUDE WITH THE BPQY, IF I SEND THAT IN TO THE FIELD OFFICE, DOES THE SAME LOGIC APPLY, THAT THE FIELD OFFICE CAN'T PROVIDE THAT INFORMATION ON A BPQY EITHERS?

>> CORRECT

>> IS THERE A SEPARATE FORM FOR REQUESTING THAT INFORMATION?

>> NO, THEY WON'T GIVE THAT TO YOU.

>> PROBABLY WE COULD TELL THE BENEFICIARY, LOOK, THAT'S LOCKED UP TO US AS EN'S BUT YOU CAN CALL THE FIELD OFFICE AND ASK FOR THAT INFORMATION, RIGHT?

>> NOT TO MY KNOWLEDGE BUT WE WOULD HAVE TO, WE CAN TRY TO GET YOU SOME CLARIFICATION ON THAT. THAT IS A POLICY QUESTION, PETER, SO WE'LL NOTE THAT AND GET SOME KIND OF POLICY FEEDBACK FOR YOU ON THAT.

>> VERY GOOD. THANK YOU.

>> SURE.

>> AS A REMINDER, STAR 1 IS THE SIGNAL FOR QUESTION. WE DO HAVE ANOTHER QUESTION. GO AHEAD AND STATE YOUR NAME FOLLOWED BY YOUR QUESTION.

>> STEVE R, QUESTION, WHAT IS THE JOB WORD ON YOUR WEB SITE THAT YOU PUT IN PLACE TO FIND A CENTRALIZED SOURCE FOR PEOPLE WITH DISABILITIES, I'M JUST WONDERING WHAT IS THE BEST WAY TO ENGAGE EMPLOYERS IN YOUR EXPERIENCE THAT ARE EAGER TO INTERVIEW AND HIRE PEOPLE WITH JOB DISABILITIES.

>> JUST FOR CLARIFICATION, THAT'S FOR OUR WORK WITHOUT LIMITS?

>> YOUR WEB SITE, WORK WITHOUT LIMITS.ORG TALKED A LOT ABOUT EMPLOYER ENGAGEMENT. I'VE ALWAYS BEEN INTERESTED IN ENGAGING WITH EMPLOYERS THAT ARE EAGER TO HIRE PEOPLE WITH DISABILITIES AND JUST WHAT YOUR APPROACH THAT YOU FOUND EFFECTIVE.

>> HI, THIS IS PETER FROM WORK WITHOUT LIMITS. AM I COMING THROUGH THERE?

>> YES.

>> WE HAVE WORKED EXTENSIVELY, THIS GOES BACK, AS ALEXIS WAS MENTIONING, TO OUR TIME WITH THE MIG GRANT BUT WORKED EXPENSIVELY WITH EMPLOYERS TO HELP THEM IN A LOT OF WAYS, IN PARTICULAR WITH ON BOARDING PEOPLE WITH DISABILITIES AND THAT TYPE OF THING. THROUGH THOSE RELATIONSHIPS WE WERE ABLE TO DETERMINE PARTICIPATING IN THE JOB BOARD, A LOT OF EMPLOYERS REALLY WEREN'T. ESSENTIALLY WHAT THAT ALLOWS US TO DO IS USE THEIR JOB PAGE AND POST THAT THROUGH JOBS WITHOUT LIMITS AND PROVIDE THAT TO BENEFICIARIES WHO ARE LOOKING TO GET TO WORK AND HELP THEM NAVIGATE THOSE PAGES AND FIND A JOB AND ALSO WORK WITH THE EMPLOYERS TO LET THEM KNOW WHO MIGHT BE INTERESTED IN WORKING WITH THEM.DOES THAT HELP?

>> IT DOES. [OFF MIC] EMPLOYERS IN THE COMMUNITY.

>> ABSOLUTELY. THERE'S A LOT OF, THERE WAS A LOT OF LEG WORK.

>> YEAH, I UNDERSTAND.

>> THANK YOU VERY MUCH FOR THAT QUESTION, STEVE. WHAT WE'LL DO AT THIS TIME WE'LL GO AHEAD AND COMPLETE OUR AGENDA BY HANDING IT OVER TO JAYME FOR THE OUTREACH SECTION THEN WE'LL HAVE ALL QUESTIONS OPEN FOR ALL. THANK YOU.

>> THANKS, ADELLE, AND GOOD AFTERNOON, EVERYONE. THIS IS JAYME PENDERGRAFT, I AM THE TICKET PROGRAM MANAGER AND I AM GOING TO SHARE A COUPLE UPCOMING EVENTS WITH YOU THIS AFTERNOON. THE WORK INCENTIVE WEBINAR, THAT WEBINAR IS NEXT WEDNESDAY ON MAY 24TH. WE'LL BE PRESENTING INFORMATION FOR TICKET TO WORK FOR PEOPLE WHO HAVE A MENTAL ILLNESS AND THE TIME OF THE WEBINAR IS 3:00 PM EASTERN TIME. WE'LL TALK ABOUT THE ROLE OF EMPLOYMENT AS A HELP IN THE RECOVERY PROCESS AND THE THERAPEUTIC, FINANCIAL AND SOCIAL ASPECTS OF WORK IN ADDITION TO TICKET TO WORK AND WORK INCENTIVES INFORMATION.WE WELCOME YOU TO REGISTER BUT MORE THAN THAT, WE ALSO ENCOURAGE YOU TO HELP SPREAD THE WORD ABOUT THE UPCOMING WISE EVENT WITH YOUR CLIENTS AND ANYONE, SEND OUT A LINK ABOUT THE FLYER IN THE CHAT BOX.

>> WE WANT TO SHARE A SUCCESS STORY. JESUS HAS SPINA BIFIDA AND FOUND FULL-TIME EMPLOYMENT AND IS NOW ONE OF OUR FEATURE SUCCESS STORIES AND I WILL SHARE THE LINK TO HIS STORY AS WELL. WE'RE VERY EXCITED TO SHARE THAT STORY TOO.AND LASTLY I WOULD LIKE TO CALL FOR VOLUNTEERS. WE'RE ALWAYS LOOKING FOR FOLKS TO PRESENT ON OUR WEBINARS, TO SERVE AS GUEST BLOGGERS TO PROVIDE US WITH GUEST STORY LEADS. IF YOU HAVE ANY EXPERTISE YOU WOULD LIKE TO SHARE ON A BROADER SCALE.

>> THANKS, JAYME, IF YOU CAN GO AHEAD AND OPEN UP THE LINES FOR QUESTIONS ON ALL TOPICS THAT WE DISCUSSED TODAY, THANK YOU EVERYONE FOR JOINING US AND WE LOOK FORWARD TO YOUR QUESTIONS.

>> STAR 1 IS THE SIGNAL FOR QUESTIONS AND WE'LL TAKE OUR FIRST QUESTION NOW. AGAIN, PLEASE STATE YOUR NAME AND FOLLOW-UP WITH YOUR QUESTION.

>> HI, THIS IS PAULA, I'M REALLY EXCITED ABOUT SOME OF THE CHANGES WITH THE CONTRACT AND ALSO THE RPF AND I GUESS I MISSED A COUPLE OF DATES, THERE'S STILL ROOM FOR COMMENTS ON SOME OF THE NEW INITIATIVES AND THEN I WANTED TO FIND OUT ABOUT THE PROOF OF CONCEPT, THE BPQY'S. IT'S RECENTLY COME TO US THAT IT'S DIFFICULT, THEY DON'T WANT TO TAKE ELECTRONIC SIGNATURES ON THE BPQY'S, IF IT WAS JUST A MISUNDERSTANDING OR .

>> THE SIGNATURE DOESN'T HAVE TO BE ON THE OFFICIAL FORM BUT WE NEED IT TO BE SIGNED AND AT LEAST STAMPED IN. DIGITAL SIGNATURE AS OUR POLICY WE CAN'T ACCEPT THAT ON OUR 328H RELEASE FORMS. IT'S NOT JUST BPQY PROOF OF CONCEPT POLICY, IT'S POLICY ACROSS THE BOARD AT SOCIAL SECURITY. IT'S POSSIBLE BEFORE WE IMPLEMENT , THAT WE MISSED A FEW OF THOSE BUT WITH OUR QUALITY ASSURANCE WE'RE CATCHING A LOT OF THINGS THAT MIGHT NOT HAVE BEEN NOTICED BEFOREHAND.

>> I UNDERSTAND THAT AND THE VOLUME HAS CERTAINLY CHANGED AND, YOU KNOW, SECURITY CHANGES CONSTANTLY. I MEAN THAT'S KIND OF -- ALL RIGHT, WELL, THANK YOU FOR THE INFORMATION.

>> NO PROBLEM AT ALL.

>> AGAIN, PLEASE STATE YOUR NAME FOLLOWED BY YOUR QUESTION.

>> MY NAME IS JOHN D. P., MY QUESTION IS WE HAVE SEVERAL CANDIDATES ELIGIBLE FOR GOVERNMENT EMPLOYMENT BUT HOWEVER THEY WERE REQUESTING A SCHEDULE A AND BECAUSE WE, I GUESS, EMPLOYMENT NETWORKS ARE NOT ELIGIBLE TO DO SCHEDULE A LETTERS THOSE INDIVIDUALS WERE NOT ABLE TO OBTAIN THAT EMPLOYMENT. SO MY QUESTION IS, WHAT WILL IT TAKE FOR EMPLOYMENT NETWORKS TO BE ABLE TO DO SCHEDULE A LETTERS FOR CANDIDATES THAT THEY MAY HAVE THAT QUALIFY FOR FEDERAL EMPLOYMENT? THEY [THRAO-EU/]ED TO REFER ME TO [A-FPLTD/] CACIA REHAB, HOWEVER I SPOKE TO THEM AND THEY WOULD NOT DO A SCHEDULE A ON MY CLIENTS BECAUSE THEY WERE NOT ACTUALLY CLIENTS OF A VOCATIONAL REHAB. SO THAT'S A VERY HEART-BREAKING. I'D LIKE TO SEE HOW CAN WE, SOME KIND OF WAY TO, YOU KNOW, MODIFY THAT EMPLOYMENT NETWORKS BE ABLE TO DO SCHEDULE A'S FOR FEDERAL EMPLOYMENT FOR INDIVIDUALS THAT ARE QUALIFIED.

>> THANK YOU FOR THE QUESTION, WE'RE GOING TO HAVE TO TAKE THAT ONE BACK AND DO SOME RESEARCH ON THAT AND WE'LL REACH OUT TO YOU AND TOUCH BASE AND FOLLOW-UP.

>> I HAVE SEVERAL QUESTIONS, MY NAME IS RICHARD BURNET, I AM WITH THE RESOURCE CENTER. THE BENEFITS INQUIRY WE ARE TALKING ABOUT ASKING WHETHER IT'S SSI OR SSDI, IS THAT CORRECT?

>> YES, THAT'S CORRECT.

>> I HAVE HAD NO PROBLEM GETTING BPQY'S FOR MY BENEFICIARIES. I NEVER HAD TO HAVE THEM SIGN ANYTHING. AND ON TOP OF EVERYTHING ELSE, IF THEY WANT TO KNOW WHAT THEIR MEDICAL, THEIR EXACT MEDICAL -- THEY CALL THE 1-800 NUMBER AND ALL THEY HAVE TO DO IS, IF THEY DON'T UNDERSTAND THE CONCEPT, ALL THEY HAVE TO DO IS HAVE ME WITH THEIR CONSENT OVER THE LINE, TELL THE SERVICE CENTER OPERATOR TO READ OFF OF THE MBR OR THE SID THE LINE, THE CODE, THAT TELLS THE EXACT MEDICAL DISABILITY. IT'S NOT A PROBLEM. IT'S NEVER BEEN A PROBLEM.THE OTHER THING, TOO, ABOUT THE BPQY, IT WILL TELL YOU THE SEVERITY OF THE MEDICAL PROBLEM, WHETHER IT'S A PLUS 1 OR A PLUS 3 OR A PLUS 7 AND GENERALLY I TELL PEOPLE IF THEY HAVE A PLUS 1 THEY SHOULD SIGN UP ON THE TICKET TO WORK PROGRAM. IF THEY HAVE A PLUS 3 OR PLUS 7 I AM TOLD NOW NOT TO TELL THEM THEY WERE GOING TO BE FOUND NOT DISABLED, EVEN IF THEY DON'T FOLLOW THROUGH ON THE TIMELY PROGRESS BECAUSE THEY ARE NEVER GOING TO BE FOUND MEDICALLY NOT DISABLED.REGARDING THE MEDICAL PLAN, HOW MANY ALTERNATE POINTS OF CONTACT DO YOU WANT TO HAVE ON THE NEW ONE? ONE AS IS ON THE FORM NOW OR MORE THAN ONE? TWO, DO YOU NEED THE INFORMATION ON THE SHEET, THE PAGE THAT GIVES THE AMOUNT OF MONEY THAT THEY HAVE MADE IN THE PAST 18 MONTHS OR 16 MONTHS FOR HOURS PER WEEK WHEN IT REALLY DOESN'T APPLY? ALL WE'RE REALLY INTERESTED IN, IF I'M NOT MISTAKEN, IS THE AMOUNT OF MONEY THEY MADE PER MONTH, THAT'S WHAT WE'RE LOOKING AT IN TERMS OF -- I'M WAITING FOR YOUR ANSWER, PLEASE.

>> HI, THIS IS CARA AS FAR AS THE CONTACTS GO THAT'S UP TO YOU. WELL, IT'S UP TO WHOMEVER THE SIGNATORY AUTHORITY IS FOR YOUR ENTITY. THEY CAN BE LISTED AS, SOME ENTITIES HAVE ONE PERSON IN ALL 3 OR 4 BLOCKS AND SOME HAVE DIFFERENT PEOPLE WHO HAVE DIFFERENT ROLES. IT JUST DEPENDS ON YOUR ORGANIZATION. BUT DO WE NEED THE BLOCKS FILLED IN, ABSOLUTELY.

>> YOU NEED, YOU REALLY NEED THE NUMBER OF HOURS PER WEEK ON THE EMPLOYMENT?

>> NO, I THOUGHT THE QUESTION WAS THE CONTACTS.

>> NO, THE CONTACTS -- OKAY, THE NUMBER OF CONTACTS. ONE CONTACT NOW OR TWO OR THREE, HOW MANY DO YOU NEED? BECAUSE THE NEW IWP HAS ONLY ONE CONTACT.

>> CONTACT AS FAR AS CONTACTING THE BENEFICIARY, YOU MEAN?

>> ALTERNATE POINTS OF CONTACT. ON THE FIRST PAGE YOU HAVE THE CONTACT FOR THE BENEFICIARY THEN BELOW THAT YOU HAVE THE BLOCK THAT SAYS ALTERNATE POINTS OF CONTACT.

>> WE DON'T HAVE TO HAVE CONTACT. THAT'S JUST IF THE BENEFICIARY DOES HAVE ALTERNATE CONTACTS. THE IWP IS AN AGREEMENT BETWEEN YOU AND THEM. YOU JUST NEED TO BE ABLE TO REACH THEM.

>> I WAS GIVEN TO UNDERSTAND THAT WE NEEDED AT LEAST TWO POINTS OF ALTERNATE CONTACT, AT LEAST THEIR NAME AND TELEPHONE NUMBER OF THE ALTERNATE.

>> THAT'S YOUR INDIVIDUAL ENTITY BUT FROM SOCIAL SECURITY'S PERSPECTIVE WE EXPECT YOU TO STAY IN TOUCH WITH THE BENEFICIARY.

>> EXACTLY. BUT YOU DON'T ACTUALLY NEED IN ORDER TO GET THE IWP VALIDATED BY MAXIMUS, WE DON'T ACTUALLY NEED THE ALTERNATE POINTS OF CONTACT. IS THAT RIGHT?

>> NO. AND AS FAR AS, THE MONEY, THE WAGE REPORTING THAT YOU ARE TALKING ABOUT, THAT'S FOR THE 18 MONTH LOOK BACK. SO WHATEVER INFORMATION YOU HAVE IS HELPFUL AND IT ALLOWS, I MEAN WE HAVE INFORMATION AS WELL ON OUR SITES BUT SOMETIMES YOU HAVE MORE UPDATED INFORMATION THAN WE HAVE SO IT HELPS TO DETERMINE AND IT HELPS YOU TO KNOW WHAT MILESTONE PAYMENTS YOU WILL BE ENTITLED TO.

>> RIGHT. EXACTLY. AND THAT GOES BY MONTH TO MONTH, IT DOESN'T GO BY HOURS PER WEEK.

>> CORRECT, IT DOES GO BY THE MONTH.

>> I'M JUST CURIOUS AS TO WHY THAT IS ON THE FORM. YOU UNDERSTAND WHAT I'M GETTING AT?

>> IT'S WHICHEVER IS EASIEST FOR YOU.

>> WELL, THE EASIEST THING FOR ME IS TO PUT DOWN THE PLACE OF EMPLOYMENT AND THE AMOUNT OF MONEY THEY GOT PER MONTH. THAT SATISFIES THE CONDITION.

>> ABSOLUTELY.

>> SO I'M JUST CURIOUS AS TO WHY THE REST OF THAT STUFF IS ON THE FORM.

>> ARE YOU LOOKING AT THE NEW FORM?

>> OH, YEAH, I'M LOOKING AT THE NEW ONE AND THE OLD ONE.

>> I HAVE THE NEW ONE IN FRONT OF ME.

>> THE NEW ONE'S GOT, WHERE IT TALKS ABOUT --.

>> WHAT PAGE ARE YOU ON? YOU KNOW WHAT, WHY DON'T YOU CONTACT ME DIRECTLY. I THINK THAT MIGHT BE EASIER. MY INFORMATION IS CARA.MCIVEN AT SSA.GOV OR CALL ME.

>> THE LAST THING IS ABOUT THE INFORMATION ABOUT THE EXACT DISABILITY, YOU UNDERSTAND THAT? BECAUSE I USED TO WORK AT SOCIAL SECURITY. SO I KNOW IT'S ON THE MASTER BENEFIT RECORD, I KNOW IT'S ON THE SID

>> THANK YOU.

>> THE DISABILITY IS CODED ON THERE AND YOU CAN GET IT OFF THE 1-800 NUMBER. ALL YOU HAVE TO DO IS MAKE SURE THAT THE EN PERSON TALKS WITH THE BENEFICIARY OVER THE LINE, JUST LIKE WE ARE NOW (PAUSE IN CAPTIONING)mSATISFACTION SURVEYS, WHEN YOU ARE GOING TO UPDATE THOSE STATISTICS ON OUR INDIVIDUAL ENTRIES ON THE DIRECTORY, NO. 1, AND THEN WE'D LIKE TO SEE OF COURSE THE RESULTS OF THE SATISFACTION SURVEYS IN GENERAL LIKE YOU DO EVERY YEAR. SO THAT'S MY FIRST QUESTION.THE OTHER ONE IS THAT THIS IS CERTAINLY AN IMPROVEMENT OVER WHAT IT WAS BEFORE BUT IT DOES LOOK LIKE YOU'VE STILL GOT SOME WORK TO DO. AND AM I TO UNDERSTAND THAT WE CANNOT PUT IN A SEARCH BY STATE, WE HAVE TO USE A ZIP CODE, NO. 1, AND IF I USE A ZIP CODE AND I SAY 60 MILES AND I PUT IN PERSON THEN I GET THE EN'S THAT HAVE IN PERSON SERVICES WITHIN THAT 60 MILES. BUT THEN IF I GO BEYOND 60 MILES THEN I'M NOT LISTED AND ALL OF THE OTHER EN'S ARE, THE NATIONAL EN'S ARE LISTED, AND THAT'S EVEN WHEN YOU CHECK IN PERSON AND THEY'RE NOT DOING IT IN PERSON IF THEY ARE NOT IN THE STATE. SO IT SOUNDS LIKE MAYBE THERE'S SOME WORK TO DO.THEN I ALSO NOTICE THAT THE LISTINGS DON'T HAVE THE ACTUAL EN LOCATION ON THE FRONT PAGE AND I THOUGHT YOU SAID THAT THAT WAS GOING TO BE THE CASE. SO KIND OF UPDATE ME ON WHAT I MAY HAVE MISSED AND WHAT YOU ARE STILL WORKING ON IF YOU WOULD?

>> HI, SUSAN, THIS IS ROB. WE CONTINUE TO, OBVIOUSLY, TAKE FEEDBACK REGARDING THE CHANGES AND, YOU KNOW, WE WILL LIKELY MAKE ADDITIONAL TWEAKS AS NEEDED TO MAKE THE SITE BETTER. AS YOU CAN IMAGINE THIS IS A COMPLICATED PROCESS WHEN WE'RE, YOU KNOW, SORT OF TEARING THIS THING APART TO TRY TO FIGURE OUT HOW TO PUT THIS UP THERE AND MAKE IT WORK IN A BETTER WAY SO I APPRECIATE YOUR FEEDBACK. CURRENTLY WE DO ONLY OFFER THE ZIP CODE SEARCH FOR IF YOU ARE LOOKING FOR AN EN WITHIN A SPECIFIC LOCATION BUT WE APPRECIATE YOUR COMMENTS AND SOME OTHER FOLKS HAVE MENTIONED CONCERNS REGARDING NOT HAVING THE STATE SEARCH FUNCTION.AS FAR AS THE ISSUES CONCERNING GOING OUTSIDE A 60 MILE SEARCH RADIUS, I DON'T HAVE A READILY AVAILABLE ANSWER FOR YOU AND I'M NOT SURE IF FELIX OR ANYBODY AT TPN WOULD BE ABLE TO OFFER COMMENTS BUT AT THE VERY LEAST WE WILL TAKE A LOOK AT THAT AND SEE WHAT THE SITUATION IS.

>> AND THE SATISFACTION SURVEYS?

>> I DON'T -- SO MY STAFF, LAURA INDICATES THAT THE DATA IS STILL BEING COMPILED SO WE'LL KEEP YOU POSTED ON THAT, YOU KNOW, AS WE MOVE FORWARD WITH THAT.

>> OKAY, NO ESTIMATE THOUGH AS TO WHEN WE CAN EXPECT THAT BECAUSE NOW IT'S MORE THAN A YEAR OLD. NOTHING YET.

>> WE'LL GET SOME KIND OF UPDATE FOR YOU BY THE NEXT CALL FOR SURE, OKAY?

>> OKAY. NOW IF WE WANT TO MAKE SUGGESTIONS ABOUT THE WEB SITE AND SOME OF THE THINGS I BROUGHT UP, LIKE THE FIND HELP FUNCTION OF THE WEB SITE, IF WE WANT TO MAKE SUGGESTIONS ABOUT THAT RATHER THAN TAKING UP TIME HERE, WHO DO WE SEND THAT TO? DO WE SEND THAT TO THE EN SUPPORT DESK OR WHERE DO WE SEND THAT?

>> SUSAN, THIS IS CARA, JUST SEND IT TO EN SERVICE AT THE SSA HELP DESK AND WE'LL SEND IT TO THE RIGHT PEOPLE.

>> THANK YOU.

>> AND WE HAVE OUR NEXT QUESTION. AGAIN PLEASE STATE YOUR NAME FOLLOWED BY YOUR QUESTION.

>> HI, I'M KEN WILLIAMS OVER AT ALLEANTE DEVELOPMENT CENTER. CAN YOU HEAR ME?

>> YES, THANK YOU.

>> I JUST HAVE AN OBSERVATION ABOUT THE SAME SITE THAT SUSAN WEBB WAS MAKING REFERENCE TO. IS THERE ANY WAY WE CAN BRING MORE DIRECTION TO THE TOGGLE SWITCHES LIKE SORT BY PROVIDER TYPE AND ALPHABETICAL? SECONDLY, THOSE TOGGLE SWITCHES DO NOT FUNCTION, I TRIED IT ON TWO BROWSERS. YOU HAVE TO TAG ONE AND THEN TAG THE OTHER ONE TO GET IT TO CHANGE. I NOTICED BY PROVIDER TYPE IF YOU PUT IN EN AND PROVIDER TYPE, WE DON'T COME UP WHICH OTHER PROVIDERS DO AND UNDER ALPHABETICAL UNDER EN AND ALL SERVICE PROVIDERS THEN WE DO COME UP. IS THERE ANY WAY WE CAN GET OUR EN PROVIDED UNDER BOTH PROVIDER TYPE AND ALPHABETICAL LIKE OTHER PROVIDER NETWORKS.

>> FIRST OF ALL, WE WOULD ASK THAT YOU GO TO THE FIND HELP POOL AT EN SERVICE AT SSA.GOV MAILBOX, PLEASE TRY TO BE SPECIFIC WITH YOUR CONCERN SO THAT WE KNOW EXACTLY WHAT THE ISSUE IS THAT WE'RE EXPERIENCING THEN WE CAN TAKE IT BACK AND INVESTIGATE AND THEN PROVIDE FEEDBACK. I DID NOT GET THE LAST PART OF YOUR QUESTION, THOUGH, CAN YOU REPEAT THAT?

>> THE DIFFERENT PROVIDER TYPE AND THEN ALPHABETICAL THERE ARE SOME EMPLOYMENT NETWORKS THAT ARE LISTED UNDER BOTH. THERE ARE SOME LISTED UNDER BOTH PROVIDER TYPE AND ALPHABETICAL. HOWEVER, OURS IS NOT LISTED UNDER BOTH, ONLY ONE OR THE OTHER.

>> WHAT I WOULD ASK IS THAT YOU INCLUDE THAT SPECIFIC ISSUE IN YOUR MESSAGE TO THE EN SERVICE AT SSA.GOV MAILBOX SO WE CAN TAKE A LOOK INTO THAT, OKAY?

>> YES, VERY GOOD, THANKS ROBERT. THE IMPROVEMENTS ARE FANTASTIC, BY THE WAY.

>> I APPRECIATE THE FEEDBACK. IT'S GOOD TO KNOW THAT SOME FOLKS LIKE SOME OF THIS. WE'RE GETTING THERE SLOWLY BUT SURELY.

>> NO, NO, NO, I THINK THE IMPROVE.S ARE FANTASTIC AND THE MARKETING EFFORTS THAT SOCIAL SECURITY IS DOING TO THE BENEFICIARIES IS OUTSTANDING. THAT'S WHERE MOST OF OUR REFERRALS ARE COMING FROM, ASIDE FROM OUR BEING INVOLVED IN A MARKETING PROGRAM.

>> WE APPRECIATE THE FEEDBACK. I WANT TO LET EVERYONE KNOW RELATIVE TO ALL THE POC'S THAT PATRICE WALKED US THROUGH, THESE ARE EFFORTS THAT WE ARE UNDERTAKING INTERNALLY AND THEY ARE RESOURCE INTENSIVE SO WE TOOK THIS WORK IN HOUSE BUT WE DID NOT GET 10, 15 NEW HIRES TO DEDICATE FOR THIS WORK. WE ARE REPURPOSING OUR EXISTING STAFF, WE ARE OBVIOUSLY AS I THINK IF YOU'VE HEARD ME SPEAK ABOUT THIS IN THE PAST WE ARE WORKING UNDER VERY TIGHT FISCAL CONSTRAINTS OVER THE LAST SEVERAL YEARS, BUDGETARY CONSTRAINTS, TO RUN THE PROGRAM SO I JUST WANT TO EMPHASIZE TO FOLKS THAT WE'RE DOING THE BEST WE CAN. PLEASE TRY TO BE PATIENT WITH US. WE WOULD LOVE TO EXPAND ALL OF THESE EFFORTS TO THE FULLEST EXTENT POSSIBLE BECAUSE THAT WOULD HELP THE PROGRAM AND OUR BENEFICIARIES BUT WE ARE JUST LIMITED BY HOW MANY FOLKS WE CAN DEDICATE TO THESE EFFORTS. I JUST WANT TO REITERATE THAT TO EVERYBODY. THANK YOU, THOUGH.

>> THANK YOU, ROB, THANK YOU, KEN FOR PARTICIPATING TODAY.WE HAVE REACHED THE END OF OUR CALL. IT IS NOW 4.30. ANY QUESTIONS YOU CAN PLEASE GO AHEAD AND FORWARD THEM TO THE BOXES THAT HAVE BEEN PROVIDED FOR YOU AND THIS CONCLUDES OUR CALL TODAY. THE NEXT CALL WILL BE AUGUST 17 AT 3:00 PM THANK YOU, EVERYONE.