Please stand by for realtime captions.

Ladies and gentlemen, we will be getting started shortly.

Please stand by. Welcome to the national Quarterly All Vocational Rehabilitation Call. During the presentation, all participants will be in listen only mode. Afterwards we will conduct a question and answer session. As a reminder, this conference is being recorded. I would like to turn the call over to Robert Pfaff. Good afternoon, everyone. Thank you for joining us today on this all VR call. We are glad you could join us. We appreciate the services you provide to our beneficiaries. We have some good news and some updates. Without further ado, I will start.

Just to follow up with a message that was sent in regards to the reorganization of the component here at SSA, we are still the Office of Research Demonstration and Employment Support. Effective October 1, we consolidated components. And so what had been at the Office of Beneficiary Outreach and Support in the Office of Ticket Operations and Provider Support merged together into one new division. This division is now known as the Office of Employment Support. I am now the Director of the Office of Employment Support. I moved from my position as the deputy associate commissioner into this role. For benefit of understanding how that works, you had previously worked with him to UPS, now you will work with OES. Regina Bowden, has stepped out of her role as the office director and she is the senior advisor to us. So we get her expertise across the Ticket program. And not just in relation to VR related issues. And Nate Arnold will operate under this component as well. He will serve on our policy and innovation team. Let me walk through briefly the new teams that we have aligned under this component.

First we have our VR payments team. Jenelle Bratcher or -- project, will serve as the team leader for this component. That will be everything that will impact your organization in relation to questions and inquiries regarding VR cost reimbursement issues. So the question becomes how does this reorganization impact you? And your agency? And the answer for us is we want this to be as seamless as possible. So all of your touch points for all of your issues and all of your contacts and the fantastic folks that we have on our team who have worked with you historically will continue to do so. My job is to get out of their way and not obstruct. Relative to that your contacts for your issues that you had with their team in the past will continue to remain as they are. In addition to the VR payments team, we have two additional teams. Our policy and innovation team. And we also -- that is led by Patrice McLean. She is also serving as my deputy director. She is sitting here next to me.

We also have our contracts and grants team. That will be led by Cara Caplan. For issues such as Ticket probing, program manager. That is a summary of the reorganization. Susan Wilchke who was my peer deputy associate commissioner for the research and demonstration aspects, will now slide over and also assume the responsibilities as deputy associate commissioner for Ticket to Work and employment support services related issues. So her portfolio has gotten much bigger; my portfolio has changed and I am more directly involved in the day-to-day operations of the component. I'm looking forward to this opportunity and excited about the new opportunities that this presents to us. But this is -- this initiative to reorganize is agencywide. So there will be more components reorganizing down the road. This is also in line with OMB mandate for government to streamline structure and increase efficiencies across the board. Our leadership remains as is with Kate as our associate commissioner. Mark Warshawski is the deputy commissioner for retirement and disability. That is just an update. I wanted to walk through that briefly. I will transition over to -- in regards to send systems issues that I wanted to share with you.

I want to take a minute to let you know we have not forgotten about the systems issues that are affecting your agencies. And your beneficiaries usurp where working with our systems team to correct two major systems issues in the near future. The first issue is our system is incorrectly terminating Tickets based on routine actions taken by the field office. If you believe a Ticket has been terminated incorrectly, you can contact our VR helpdesk and we will research the issue. If it termination was incorrect, we will restore the Ticket. The second issue is that our system is allowing Ticket assignments when the beneficiary is not in current pay. We realize this affects the claims you submit for reimbursement and we are working to get this correct it as soon as possible. We thank you for your continued patience.

So now I am going to transition into an introduction for Susan O'Mara. She will talk about some fantastic training opportunities. Forthcoming training opportunities. Susan O'Mara is a faculty member in the Department of special education and disability policy and that the jury -- Virginia Commonwealth University school of education. She serves as the director of VCUs work incentives planning and assistant national planning and data center. As well as the site director for the promoting opportunities demonstration. Susan also coordinates work incentives counseling training and technical assistance for Social Security supported employment demonstration project. So without further ado, I will turn it over to Susan -- Susan O'Mara.

Thanks, Bob. Thanks for the introduction. Hello, everyone. Glad to be with you on the call and to have the opportunity to share some information about the training opportunities. Through the national training and data center. We will -- for the PowerPoint we will start on slide two.

I'm sure most of you are aware that working inside -- Work Incentives Planning and Assistance program, was established as the Ticket -- Ticket to Work in 1999. It was under section 121 of that act that Social Security was required to establish the community-based program of work incentives counseling programs. This is the beneficiaries in this -- started in 2000. We currently have 82 WIPA projects across the country. These projects deliver services to beneficiaries in all 50 states. Washington, DC in five territories. The work incentives counseling services delivered through the Z agencies are delivered by community work incentive coordinators, I'm sure most of you are familiar with the WIPA program. I want to be sure since we will refer to them throughout. We currently have 400 CWICs.

Like that Ticket to Work program, the WIPA program is a key component of Social Security strategy to promote employment among beneficiaries and reduce dependence on SSI entitled to cash benefits. The purpose of WIPA is to provide individual is working counseling to beneficiaries to ensure they have full information that they need to make informed choices and help them to succeed in their efforts to return to work the WIPA project on an annual basis is about 35,000 beneficiaries. And services that are provided by WIPA are prioritized for those beneficiaries who are already working or preparing to go to work.

The VCU national training in data center, we've been involved in delivering training and tech support to the WIPA projects in the program. Began in 2000. We've been doing this for a few years now. For the last 11 years our team has been responsible for supporting the WIPA projects in all states and territories. In addition to that, our team provides training and certification and support the Ticket to Work helpline. Particularly, focused on their role in providing work incentive information to beneficiaries and making referrals to the WIPA projects. The connection between that Ticket to Work call center and they WIPA program.

Initially, the TDC contract was focused solely on providing training certification and technical support for the WIPA. But a few years it in recognize there are a lot of states out there and agencies that were working to develop additional work and send up counseling services. And also need to build capacity belong the WIPA. Social Security later decided to make the training and certification we provide the WIPA available to staff of community partner agencies. So the focus again was solely on training and certifying professionals whose job is to deliver work incentives counseling services. So in 2007, the -- VCU began training and certifying and providing technical support to not only the WIPA projects but to community partner work incentive counselors. Including counselors that work for a variety of agencies and state WIPA agencies and employment networks. Most recently, in 2016, Social Security added a new alternative training option. This is also referenced on the slide. This is the introductory course. This training is for professionals who are not necessarily delivering work incentive counseling services but they are a part of the employment team for beneficiaries. As a part of the team, they have a basic understanding of the benefit programs. So now we've got these two options that are listed on the slide. For individuals who are going to be actually part of their job delivering work incentive counseling services we have the CWICs, and also for other professionals we have the introductory web course. Will take some time did talk about each of these. If we could move on to slide five. The first we will look at the CWIC and community partner. The most important thing to keep in mind is this is a very intensive year-long training and certification process meant to prepare individuals to deliver incentive counseling services. This training and certification was actually developed and is required for WIPA CWICs and be certified in order to provide services to beneficiaries. Beyond that it is only available to partners -- community partner staff who will be performing CWIC type work as a regular part of the job. It is intended for those individuals who will deliver work incentive counseling. This would include staff with your agencies working as work incentive counselors are benefit counselors. It can also include counselors at your agency that may be funded to deliver the services. There are multiple components to this training and certification. And to be approved for space in the training and must in -- an individual must complete all of these components. This includes a two-part certification process that involves completing and submitting casework that is developed for actual disability beneficiaries that they are working with.

There are four key components. The first is a -- each person approved to participate has to attend a pre-training conference call. This is just a call we hold before the week of the initial training. It provides individuals with information of what to expect. Help them get a lead linking them to the online national curriculum so they can start looking at the information. We also use this time to orient them to the certification process. We use of blackboard learning system to host our assessment processes online. And some individuals are not familiar with that. We do a walk through with that process on the pre-training call. That was something the pre-training call was added after we initials that initially started training. Because some people were concerned about it. We spent time upfront or intend them. The second component here is required attendance at the initial training class. There are no exceptions to this. It's a five-day face-to-face training. Facilitated by two VCU team members. Early trainer, County fell apart all participants have to attend all five days of training. The training is based on a very expensive, Social Security approved national curriculum. The curriculum covers not only technical information on the disability program and work incentives, but it also covers the practical aspects of how to do the job of the CWIC. Components three and four that are listed here are the two-part certification process. Part one of the process takes place experience folks get back to the training class. It takes place over a six week period. It consists of a series of exams and practical assignments. These are completed online in the blackboard learning system. The entire part one process takes approximately 45 hours to complete over the six week period. It is intensive. Participants do have access to technical assistance from her VCU tech go people. In terms of accessing the assessment, the blackboard, the technical side of it as well as assistance from errant liaison. Part two of the certification process is a process that takes it to the next level in terms of testing the ability of the participant to take the information that they learned in class and the skills, and apply them in working with actual beneficiaries. This actual casework that they are doing. Over a one-year period of time, they would have to submit a benefit summary and analysis report that they developed for three different disability beneficiaries. I know there another of WIPA projects. I'm sure I have some of you on the line who have this process experience.

What I do is give you a brief overview of the process for the CWIC and community partner counselor. I include some links here on the slide. In case you are interested in going to air NTDC website for additional details. There is a link that provides additional information on the training class. We have the agenda for that class posted there as well. We have the certification and requirements process page and we have detailed instruction documents that go over the whole process for you. I also have a link to the initial training calendar. You should check that out. It gives you a list of the trainings we have scheduled.

So in terms of accessing the initial training certification, I wanted to let everyone beginning with this current contract year, Social Security has increased the number of initial training classes that will be offered. Which is great news. I'm sure some of you may be sitting out there we have wanted to attend but can't get in. We actually have seen a big jump in the number of classes offered this year. They will picking ducting a total of 12 classes this year. And also the number people that will be attending has increased up to 30 in each class. Basically if you go online and look at the calendar, with a link I provided, you will see we have essentially one training class per month. That link also provides you with some information about registering. In addition to offering more classes, Social Security has asked us to place a greater emphasis on working with community partners and training classes with a larger number of spaces available in the priority for these being employment network and state PR staff.

.State VR step.

I listed a condensed version of the priority. These are priorities for the training set by Social Security. So what you will see is that WIPA project staff come first. And they will have the highest priority. Again in certifications. This is followed by community partner staff in three different groups. Within this group you will see that priority number one include staff or managers of organizations or agents who are state VR agencies, Medicaid agencies are America job center. That means after all WIPA staff have been accommodated, staff of your VR agencies are next in line for available space. Along with the others in that group in priority one. So hopefully with the increased number of sessions and participants in each class, we will be getting much better position to accommodate your staff for the training.

This slide talks about the registration process. I wanted to include some pointers on this process. Some of the things we've seen people who have been challenged filling out the form. If you have colleagues or yourself are planning to attend, always remember to register early. Again if you go to the online training calendar, we actually provide a date for each class that tells you when registration will open for that class. Put that on your calendar. We will open registration in the morning and you will be able to go in and register. We use registration date within those priority groups. Whoever comes in first. Keep that in mind and try to have folks register early for this session. Also make sure that your staff are selecting state VR agency staff on the registration page. We have a question where we ask for type of community partner. You want to make sure that they are noting that they are state VR agency that will be used to prioritize the process. We are able to accommodate 30 participants in the class. And on average, we have about 75 registrants for each class. We can't have everybody in the class. Once registration closes, we prepare a list of registrants by priority. And we send them to Social Security. Your contract officer. And they review that. And ask any additional questions they may have about registrants and they make the final decisions about who is accepted to participate in a particular training. Communicate that to us. Our team. We will move forward with sending out notifications. So I wanted to make sure you are aware of the whole process and how it works. Finally, in terms of the cause, there is no registration fee for those who are approved to attend. However, you do have to, anybody from your agency coming, and participating, have to cover their own travel expenses and lodging. And meals.

Here are a couple of important points about the community partner certification. First, VR staff, I want to make sure everyone is clear. Because there is some confusion sometimes. When a VR step person or any other community partners certified, they are certified as a community partner working incentive counselor. That is the term that will show up on the certificate they received. It is only staff of WIPA projects certified at CWICs. That the certification is a community partner work incentive counselor. It does have the same training certification process that they go through. It will have the Social Security certification certificate they will receive. The second bullet is the great news. As a certified community partner work incentive counselor, the individual has access to ongoing training and technical support from our team. We will actually have a designated VCU technical assistance liaison for as long as they maintain their certification. This individual, they can contact on a regular basis as often as they would like with questions and requests for assistance. We can help in reviewing benefits summary analysis reports and those types of things. And the final bullet is on continuing certification. Some of you may be in familiar with the initial certification. We now have a continuing that continuing certification requirement. This is instituted by Social Security in July, 2016 from both WIPA and community partners. Is no longer yours certified and no end date. When a person becomes certified, the very next year, beginning on July 1, they begin participating in the continuing certification process. In community partners who are in the process have to complete 18 credits of VCU supplemental training to maintain their certification status. Once we track the completion of that, it is all automated, at the end of that, assuming they have completed all the requirements for that, they will receive a new certificate each year stating they continue to be certified.

That wraps up the overview of that initial training of certification for CWICs and work incentive counselors.

I would like to switch gears and talk briefly about our new introduction three web course. Which we are very excited about. The full title for this course is introduction to Social Security disability benefits, work incentives, and employment support programs. Which is why we like to refer to it as the introductory web course. -- That is the big name up there. After -- after several years when we first started including community partners, after doing it for a number of years, it became clear, where we had a large number of people coming to the training because they needed information from the disability programs and work incentives. When you get to the training, they were overwhelmed by both the amount and depth of the material. Many of the individuals that were registering for that, the CWIC and community partner training and certification were not individuals who were planning to be work incentive counselors. They did not need or want the certification. But they were attending the CWIC training because it was the only option available. Recognizing the trend and the fact that we had a whole another group of people who needed information but at a different level, the introductory web course was developed. This was added to our contract. It was just last year we got it out there and available to individuals. This is a two week online course. It provides basic information on the Social Security disability program. SSI and SSDI. And their work incentive. As well as an overview of the work incentives counseling in general. And more detailed information on the WIPA program.

The target audience for this course includes community partners who are engaged in rate return to work services for beneficiaries. As well as other disability professionals who may be working with beneficiaries and in a position to encourage them to work and achieve financial stability. That is a lot of people around the country who are in these types of roles helping people with work. Are thinking about work. We are providing residential case management type of services. All of these individuals touch beneficiaries and would be able to share this type of information. The course is definitely developed with state vocational rehab counselors and EN staff in mind. And even it may be something your agency may want to consider as a part of counselor training. As part of your new counselor training program.

So for the two week curse contains six lessons. Each lesson has a one-hour video lecture. And some supplemental training -- supplemental readings and resources available. It is a VCU instructor led course. We have an instructor for each class each time we offer it. And while it is largely self-directed, there is a lot of flexibility in completing those modules. There is somebody you can reach out to. We have a discussion board. People can reach out to the instructor directly or you use the destruction board -- discussion board. In term of the const -- in terms of the content, lesson one as a foundation for understanding the problem of unemployment and poverty for disability beneficiaries. It introduces the concept of financial stability and what work is so important. It also provides an introduction to the WIPA program and services. Lessons 2 and 3 look at the basics of the Social Security disability insurance program as well as its work incentive.

Lessons four and five address the SSI program and work. And lesson six focuses on how the individuals taking the courses, work collaboratively will is WIPA and others on employment . And provide the same positive message about work and beneficiaries. And helping the beneficiaries to take the next depth towards employment.

I did want to point out that this is a Social Security approved course. We develop and submit for review before building the course. And all of the updates are approved through Social Security as well. We are currently offering it eight times each year. I've included a link here to the calendar on our site. The next class begins on November 5 if you have free time on your hands. Registration is currently open for this class. It does close at the end of this week. If you think you might be interested or others, it would be great to get the word out. We have other sessions coming up quickly, too.

Finally, I want to share some figures with you from last year. In terms of participants in the introductory web course. It was her first year of the course. We are still in the beginning stages of this. We want to work hard to get more people in the door. Anticipating in the course. It's a great course. We are very proud of it. We think you'll like it and it will be beneficial for your staff. Last year we had about 20% of our participants from VR agencies. We would like to increase that participation this year. We do hope you will consider registering. Also sharing this information with her colleagues. Or whoever may be in charge of the training programs within your VR agency. If there is another person who does the. All of these things would be great. If you participate it, we would also like some feedback. Don't ever hesitate. I have my contact information on the last slide. Feedback both on the initial training and the introductory web course. And any suggestions you might have for improving the course are welcome. We are looking forward to having more of you in the course going forward. Thank you.

Thank you very much, Susan. We appreciate you taking the time to share with us the training opportunities. David will be opening up the line for questions. While we do that I want to indicate that we did not see so much on the chat. So in case you are not sure how to do that, there should be a blue conversation bubble towards the bottom left of your screen. Click on that and it should open up the chat for you.

Thank you. Ladies and gentlemen, to ask a question please press Star One on your phone. Our first question from Donna Osborne.

I was wondering approximately how much staff time would be in the introductory course? Do you have Searcy credits for quick

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Yes we do offer CRC. I will go ahead and send something back out. A Reese -- are we able to send out information quick

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You can communicate any information with me and we will get it out to the group.

I am almost certain. I will check. I know we offer them for almost all of our courses. Just as standard practice. Let me double check. It is in our recorded video. With our trainer. In the introductory course. At a minimum, it takes an hour to go through each of the lessons. Then you've got some of additional supplemental rating. We have a few comments where people were overwhelmed with supplemental rating. They are Social Security publications. They're put there in case people want to download them as a resource. They don't have to be read. If you are doing the bare minimum, we have the course. There are some knowledge checks. Very simple. Three question multiple choices in each lesson. They are all automated. And you just have to complete those. It's not a competency-based course. When you finish you get a decision advocate of completion. Not a lot of time spent in testing. Basic knowledge check. Essentially, if you are not participating in the discussion board, and you are just doing the lecture itself, you could probably do that in eight hours. Listening and reviewing the material.

Great. Thanks.

Please press Star One if you would like to ask a question. We will pause for a moment. We have another one. Sharon with Idaho division of vocational rehabilitation.

My question is regarding the face-to-face training. How is it different than the online training offered by another agency quick?

I'm not sure what other training you are referring to.

I think it is Cornell.

I can only speak for the VCU training. VCU training is focused on not just the content of the disability benefit programs and work incentives in healthcare, but also addresses how to do the job of the CWIC. Very targeted toward the CWIC model of work incentive counseling. We go through the whole process of taking the information you learn and how you apply that and deliver the service to the beneficiaries. Again we have that two-part certification process. It is the only training Social Security can authorize, funded, bedded program.

I hope that answered your question.

Yes. Thank you.

Susan, this is Rob. You mentioned that registration is free. I also want to clarify that means the registration and the training program is free. Is that correct?

Yes. I am sorry. [Laughter].

You can register for free and if you get approved, you can attend the training the whole certification and the support you receive through that training and certification process. There is no charge for any of that at all.

Are there any more questions?

We have one question. From Brian California Department of rehabilitation.

Hello Susan. Two quick questions. Is there a class limit on the online training?

I'm glad you brought that up. I meant to stay that. Right now everybody who was registering we are approving. That is why this is such a great course. It is something to be valuable for a number of your step. For instance I just looked at the registration for the last couple of classes. There are tons of people from Iowa in these classes. There is no upper limit of this at this time. We are approving everybody who is registering. My second question is after you complete the course with the participants have the same access to the support as those attending the in person training?

No. There is a distinction there. Those who become certified as a community partner go through the initial training. They are have access to the ongoing technical assistance. We are here as a resource. They would not have access to archive training?

The archive trainings are actually accessible to everybody now anyway. Whether you are certified or not. They could go online and we have a whole host of trainings. If you go to our link at the top of the page. You will see there are archive trainings. There is a whole host of trainings. Every time we deliver a training live, we archive it to the website. Anyone can take those training at any point in time. No cost. You register. It records it in our system to see who participates. You can take the course and the materials are posted.

Thank you, Susan.

Thank you so much for the questions. And of course, Susan, for you helping us getting a better understanding of the training. We will go on with the agenda. There are probably more questions for Susan. If you could send those to the VR helpdesk, we will get them to Susan and get the answers.

Good afternoon everyone. We have some inquiries on the VR helpdesk about Ticket assignment for cost reimbursement. I wanted to go over a few reminders. The beneficiary does not have to have a Ticket to receive cost reimbursement. But if the beneficiary has a Ticket, the Ticket must be assigned in use. This was enforced on April 1, 2012. This change was vital to our efforts to provide the best in services where I've been beneficiaries. By assisting the Tickets and protecting them from periodic medical reviews. While seeking achieving a life up financial independence, this is what we have for going forward. I understand we have some issues right now with assigning Tickets and terminating Tickets on the DCS. So if you have any specific questions on cases that you would like to discuss, please contact the VR help desk. And I will look into this for you. Anything that we have to deal with special situations, is on page 50 of the VR provider handbook. Without further ado I will turn it over to [Indiscernible] to decide on decision notices.

Good afternoon everyone. Happy last fall of the fiscal year. The notices that are coming to you, we are having as Rob explained, several system issues. However the notices are supposed to come to you as follows. Once we have made a decision and it is a negative decision or denial, you will receive the notices for the match immediately. It takes a couple days and that the same system for us to say it and we are still following CML. It prints out and we send it to you. As far as your payment decisions are concerned, you will find information on the portal first. It follows the 7 to 10-day process to be approved. Then for it to go to the Treasury. Then for you to be paid. Once it is paid, that is when the notice goes out. That also takes a couple days for it to generate in our system. And then we are still following snail mail to get those notices to you. If by chance you are not receiving the notices, or it's a special notice as an adjustment notice, please email me directly and we will make sure those notices get to you. I believe that is it on the notices. If you have any other questions about notices, email the helpdesk or me directly. We will move it onto Raquel.

Thank you. That afternoon everyone I have three quick last points before we open it up for question and answers. For second quarter 18 earnings. I know there were a few VR agencies holding onto uploading their batches until you heard from me to confirm that yes, we did get our reports up from oh CSC the office of Child support enforcement. The up the batch yesterday or 11 October. Anyone that was holding on to uploading your claims and batches you can go ahead and do so. Also with that I am finding that certain states are not reporting. There are not many not reporting but I have discovered that there are a few states that are not reporting their earnings. That's a conversation that I will be having with management. And I will follow-up with you on that. If you have any questions or are getting denied because of second-quarter earnings, feel free to email me at the VR helpdesk. And I will follow-up. Secondly, cleans, any claims you have in your pending list, update after submittal, please feel free to email me to find out the status on that. Try not to email before then. As you know we already work that always work. Claims first in first out. Right now the Ana and technicians are working on claims from the beginning and middle of September.

Lastly, I've noticed some VRs are emailing the help desk when you're trying to upload a claim and coming up with a different name or claim. I want to make sure it's clear that if you are emailing us and it's an issue with the SSN being incorrect we cannot provide you with a correct SSN. You will have to follow up with the VR counselor or the beneficiary to confirm the information you are receiving. We cannot share a beneficiaries SSN with you unless -- if you provide us with the wrong SSN. If it's a matter of the SSN is correct and it is a name change issue, they're divorced or married or did not like their name and change it, if we see that it is somewhere close, you may have the first name in a different last name, that information we will share with you. As far as the SSN, we are not allowed to share that information. Spending that is it. That is all I have for today.

Dave, we can go ahead and open it up for questions and answers.

Absolutely. Ladies and gentlemen, to ask a question please press Star One on your telephone keypad. We will pause for a moment.

We have a question from Scott with the department rehabilitation California.

Scott, are you there?

Thank you very much. I've a question about -- it wasn't a topic today. It was about a DBA account. We've created a zero balance account and we have EI and numbers. We -- unfortunately we can't add additional digits or accounts to change this. Is there someone you can direct me to? We have been dealing with this for four months to get to this new account.

Katie, are you on the line?

Yes, I am here.

Did you hear Scott's question in regards to the dons and the four digits after the dons. I know in the portal it only accepts the first nine digits, correct.

Yes. Our payment system does not send the extra four digits to storage. I don't know if we can do. I will look at the emails again.

I don't know that our system is set up that way.

Scott, Katie will get back with you. Would you email the helpdesk? Mimic yes I did recently. -- Yes I did. Last week. I can resend it again today with all the information.

You don't have to.

Okay. I know you have been slammed. I thought since we were on the call, I could put that question out. I've been contacted by our accounting team asking about this.

Okay. Katie will look into it and we will follow-up with you on that.

Perfect. Thank you very much.

Ladies and gentlemen if you'd like to ask a question, please press Star One on your telephone keypad.

I am showing we have no further questions.

I think we are all good here. I want to encourage you to take advantage of the opportunities discussed by Susan in today's call. Share the information throughout your agency. And spread the word. Because this is a tremendous opportunity to enhance the services that you can provide to your clients. And please keep that in mind. And also access the information through the links provided. I want to thank Susan for her presentation. And cooperation. In collaboration with SSA and the terrific work they do there. Our next all VR call will be Tuesday, January 8, 2019. We can discuss how cold it is and how our holidays went. [Laughter]. I thank you all for calling in. And I sincerely appreciate your participation. Thanks again.

And that does conclude today's conference. You may now disconnect.

[Event concluded]