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Good day. Welcome to the quarterly VR call. Today's conference is being recorded. I would like to turn the conference over to Rob Pfaff. Please go ahead, sir. Good afternoon.

Thank you for joining us on the quarterly VR call. As always, we appreciate your services and support you apply to the beneficiaries. I want to open up today briefly and sort of fill you in a little bit more about an Employment Support Summit we had on site here on June 12 and 13 last month. We gathered a cross-section of service providers as well as other stakeholder groups. We had representation from federal partners including the Department of Education RSA; and HHS as well as the Department of Labor. We, unfortunately, would love to include everybody to something like this, but what we try to do is identify organizations that would offer a cross-section of support and services to speak on a variety of topics. We did have VR participation which was outstanding among the VR people that participated were representatives from the Maryland VR, New Jersey, Wisconsin, Utah, Virginia, and Vermont. There was robust discussions really centered along what we would refer to as the lifecycle of the return to work process.

We benchmarked that in about five distinct ways. That is starting with outreach to the beneficiaries, best practices, and so forth to get the beneficiary engaged thinking about returning to work. The second part is assigning a Ticket or putting a Ticket in for cost reimbursement the third part was supports and services needed to help the individual return to work. The next step we identified it as job placement, and finding that person a job and getting them into employment which is the big threshold. What techniques were used and finally keeping the beneficiary in employment with ongoing support and services and what were the best techniques to achieve that. Where we are right this is we are working on a summary report that is currently in draft format. It is under review by us right now. We will — once we get through the review process and we get the various — we will have more details and a description of all of the sessions and what occurred along with a higher-level summary report that will summarize the bigger picture takeaways and we will have a whole laundry list of action items that we are already starting to delve into. We will notify you and all the stakeholders when those reports are ready. We hope to have them ready over the next several weeks.

We will reach out to you and notify you for a variety of Nene — means you can access that information. It will likely be on our — on your Ticket to Work worksite and also government delivery. We are still figuring out the communication piece. Suffice it to say, you will have the access to the materials for your consideration. Hopefully find it of help and benefit. That is all I had to say about the summit. I am going to now turn it over to **Jennelle Bratcher** who will talk to us about the claims backlog.

Good afternoon, everyone. I'm sure as everyone is aware we do have quite an unprecedented number of claims backlog. Just to give everyone a definition of what we consider backlog — for all cases pending over 60 days, that's what we consider to be a backlog claim. As we mentioned previously, I think it was in the last meeting if the claims are over 60 days pending, we would like you to reach out to us for a status check. If you feel that is needed. Please do not reach out to us before 60 days. We just wanted to let you know, over the last couple of months, this whole fiscal year we have been receiving more than double the amount of claims monthly. We only have the same amount of staff to work those claims. However, we have been granted an overtime allotment that is beginning this pay period. We are hoping that it will help us to mitigate this situation. It will definitely assist us in

processing the backlog cases only. We are dedicating that allotment only working backlog claims. We hope you will be able to notice a difference very soon. Some of those older cases being processed and awarded. There's another issue I would like to touch on in June as many are aware. We did have a systems issue which prohibited systems from being submitted in the Portal. That issue was fixed. It took about seven days for everything to be mitigated. I believe we lost seven days' processing time. We let everyone know through delivery that if they were affected or had any claims affected to please send us an email to the Help Desk Reese requesting — requesting a waiver. Today, we didn't receive any emails and since it was one week I don't think anyone's claim should've been affected. If you did not receive that delivery, please know it's not too late to send us a message letting us know you are requesting a waiver for the time period affected. If you don't have that specific date we can provide that to you as well. At this time I will pass this call to **Katie** to talk further about Portal login issues.

Good afternoon, everyone. We have gotten some questions to the Help Desk about issues with the Portal. The first one I want to start with is about if you have a problem with your account getting lost. As many of you may be aware or may remember, for initial training when we launch the Portal, the authentication we are using to log you into the Portal is my SSA. It is your my SSA account that you are using to log into the Portal. There's no control we have over your account. If your account gets lost, you have to go contact My SSA and the Help Desk. We can help you with that. I apologize. We have lockouts often. I don't know if it's a computer setting. To be clear, there is a My SSA Help Desk issue. The best way to reach the My SSA Help Desk is to go to the website and log in there. If you call the main 1-800 number but when you get to the first option it's a voice prompt. You need to say My FSA Help Desk. If you see those words, the response will give you a general inbox and the person you speak to will not help you. [Indiscernible-low audio.] that gives you the person that can help you figure out your account.

Like I said, unfortunately, we cannot do anything to help you. We can unlock your account. If you have issues we can't fix it. We don't have the access here. You have to deal with it at the main desk. Once again I apologize. That is how the Portal is built. The best thing we can do is help you fix it. We did have a small systems problem where the files you submit every month. We are seeing some of the records are getting that error code in the month of April. If you submitted files and you got that error code. Please in your file we submit those cases and those [Indiscernible] should work. It was a small blip and it did a test incorrectly and that was fixed. Like I said, it should be the file you submitted for April four main dude. You can either resubmit the entire file again. Or you can pull out the records that you got the VA 27 four. Like I said there's no rush to do it. You can do it at your own convenience. I want you to know we fixed the problem and you can now assign the Tickets. I'm going to hand the call over now.

Hello. This is Racquel. Part of your message, the cell phone was breaking up. If you could repeat the part in regards to the error code. Sure. I apologize for that. The current code is VA 27. The current pay status could not be determined. Please resubmit those. They will be affected by the files for April or May. Also June. At your convenience you can submit the records with the error code or you can resubmit those exact same files with no heart. It will just say it has already been assigned. Thank you, Katie. And then for those who didn't hear it was VA-27. We will turn it over to **Natalie** to discuss suitability clearance.

Good afternoon, everyone. I wanted to let everyone know about a slight change in the suitability application process. Right now, the VR office authority in each office sends the applicant listing along with the OF306 and the fair credit report application to me. I send that over to the office of suitability.

Starting now, the authority will now send those three initial forms to suitability directly with a copy to [Indiscernible] who's in our office. [Indiscernible] will be the queen of contact for suitability issues. When you send the forms please copy him and any questions you have regarding suitability you can contact him. We will send an email blast to all of the VRs to let you know that along with the new contact information. Keep in mind all this information we always write up. You will have the notes within a week or so. They get archived for anyone who was not on the call or anyone missing information. It will appear by next week. Now we will turn the call over to **Shada Roper**.

Good afternoon, everyone. We are coming to the end of the federal fiscal year. We know we need to provide a final VR on-site training. So far we are soliciting for dates in August and September and Racquel will be providing the same email that she sent out to you for ideas about the call. We will use that same platform to send you dates between August and September for training and trying to give you may be two different options. If anyone is interested, we are planning to make sure before the end of this fiscal year to have our regular two-day training. The RFA codes we have had questions about. Having to do with WIOA. The codes were scheduled to be changed a couple years ago. They were not. In lieu of using the codes we always provide the SSA codes. We are asking if you are having any problems to use the SSA code that matches whatever it is that the RSA code or what comes close to it is at this time. The SSA codes have not changed. We are not planning to change them anytime soon. We will get back to you regarding the RSC changes. Thank you. We would like to pass this on to **Candace** for savings to the trust fund.

Good afternoon, everyone. We have had several inquiries from the VR agencies questioning whether or not the calculator and the Portal was computing correctly the maximum payout for the claims. For the payment code 950 and also the code 610 when there is a zero dollar amount due. The systems analyst reviewed the claims and determine the VR payment calculator in the Portal and the payment system does match. The difference is the amount you're entering in the Portal calculator for SDI or SSI versus what was entered on the claim. For instance, we have to use the last amount in current pay for SSI unless benefits cease or terminate. We use the last amount prior to that date. For SDI, we used the last amount that coincides with the last month of SGA. Unless benefits are terminated, we use the amount prior to that date. The maximum amount changes if we are paying a concurrent claim with both SDI and SSI. We must enter both amount in the Portal calculator versus the SDI or SSI only. If you enter factors for the claim paid, the maximum payout should match. If you have any questions about savings to the trust fund calculation, please contact me directly or the help desk and we will be happy to assist you. I will turn this over to **Racquel**.

Thank you, Candace. I have two last topics to discuss before we open up the call for questions and answers. The first is case closure request. I received my requests to ways. The first way is from the benefit support hotline. That is when the client, beneficiary, contact the hotline directly and we have to see case closed or you want to have it moved to a different VR or EN. I want to remind you all that a beneficiary can request closure at any time for any reason. We did not question it. That's one way I received it. Once I get it some of you have received emails requesting the case gets closed in the Portal. Once you do that I will at the benefit hotline know the case was closed. The other way is VR to VR. Sometimes I may receive an email with the VRs requesting they have a client that has come to them with a different VR and they want to close the case. In a situation like that it is between the two VRs to work out. I tried to assist with that but it's not our responsibility.

One VR may say we are working on the case and the other is saying something different. In situations where there is not an agreement, I suggest a beneficiary goes to the hotline. If they want

that case closed with the current VR they can get it done quickly. That is a heads up in regards to case closed requests. Lastly, just you know, the benefit support Help Line is 866-968-7842. This will be in the VR hotline call. Lastly is the cost formula. As we know they are doing away with the 113. We had a meeting and went down to RSA on May 8. When I say we, I was thinking of the branch chief, Jennelle, Shada, Roper, Dixon, Candace, and myself we all met with Chris. We sat down with them and went over what our cost limit looks like and how it will change with the different verbiage that it will have. We didn't want anyone panicking. We want you to know you will still receive the email from me mid to the end of September. We will be happy to walk you through it. It should be self-explanatory. You will receive it in the same form. It will be a Word document or you can use the Excel documentation. That is all that I have. We will go ahead operator and open up the call for questions and answers.

Thank you. If you would like to ask a question signaled by pressing star one on the telephone keypad. If you're using a speakerphone please be sure the mute function is turned off to allow the signal to reach the equipment. Again, press star one to ask a question. We will pause for a moment to allow everyone an opportunity to signal for questions.

Again, please press star one for questions. We will pause a moment to allow everyone the opportunity to signal and pick. We will now take our first question from **Eugenia**. Please go ahead.

Hello, this is Eugenia.

When you talked about the code you are talking the service code. Is that correct?

That's correct.

I wanted to make sure. We have all kinds of codes coming out of all kinds of places. So the service codes on the claims themselves whether you're handling them manually or in batch format. We need to verify which one we are using. I know when you are entering the claim in the Portal you choose which one you want to use. We can still continue using either or?

Yes.

I have a question on this is for Katie. I have the issue of trying to get a Ticket assigned but it was showing them not [Indiscernible] when [Indiscernible-garbled audio]. I was told it was a mismatch because was claiming with another person. Is that something that will be corrected? I see quite a few discrepancies between the state verification exchange and the data in the Portal.

See you are talking about this example. The example you had is pulling from a record that [Indiscernible] is not pulling from. In those cases you would have to contact the Help Desk if you see something that doesn't match in the Portal.

They showed the line — is that correct?

There are limitations inherent to the main system we get the information from. At this point we are working it. It is a major fix in the works but it's not something I would say would be fixed in the next three months. For now it will be something we have to do manually. It's a manual override.

Ideally we would but in the example you sent our system doesn't look that far into the record. Sometimes cross-references don't populate the way we wish they would.

[Indiscernible-garbled audio].

If we have an instance where the data we are looking at or we know they are getting top benefits we might want to pay particular attention to the Portal to make sure they match. If not, we trust the data because of the cross-match thing.

I would definitely send it in. We can do something manually.

[Indiscernible - multiple speakers]

Go ahead.

We really should be paying attention more to the SVD S Stata. It will D — it will have more cross-referencing.

That system I will call it more modern. The disability control file is [Indiscernible]. It is really old and it is not having more sophisticated programming. It's definitely giving you a better record than the system relies on. If you do see something in the SVDS use that and we can look in our system. We can manually do this. We can see the same thing you are saying. But it's not picking that up automatically. We have to go back and make a change to the software. We haven't been able to accomplish that yet.

I just want to know which one I should trust. We would say the SVDS is accurate.

I would say to continue to send them up. As long as the Portal doesn't disagree until we reach a point where we find an example. As we go through these we will find examples. In this instance trust it. The example you gave us had the right information versus the Portal.

Okay.

If I am logging in and it happened to me the other day. [Indiscernible] and it did it three times in a row. It's the same link I used to get into the Portal.

We can't hear you that well. You are breaking up. We cannot hear you that well. We do have to move on to see if we have any other questions as well. Feel free to send any additional questions to the Help Desk. You can send them to me correctly. This is Jennelle.

Okay. Thank you.

It appears there are no further questions at this time. I would like to turn the conference back to you for any additional remarks.

Two more questions have arrived. I will put through Dawn.

This is Dawn DeVol from Alaska.

I wanted to touch on something that Eugenia was asking at the end. Sometimes when I sign into the Portal, you go through the myssa.gov. It logs me into my personal account. There's no way to differentiate which one it will log into. I have to log out and log in several times before I can get to my

work Portal. Is there any way to address or avoid that?

This is Katie. My guess is you are getting kicked out of the Portal. Because you are getting kicked out is sending you — I'm sorry let me start over. Actually when you go in that login screen is the login screen for both My FSA and the Portal. The link you are using tells that you want to go to the Portal. If the Portal rejects your login it will kick you back out. There's nothing — it's not where you intended to go. It's that the Portal kicked you out. Because it log you and that's where you ended up. So it's just going to happen periodically.

How often does this happen? I wonder if it happens in different servers.

[Indiscernible - multiple speakers] I would say one out of every 3 to 5 times it does that. I would just have to log out and log in.

If you could start keeping track of when it happened and at the end of this if you could send it to us and we could go look and check the logs and see what is going on if there are other issues. If it's a certain time of the day, there's a volume and — they would have to identify what's going on. If you could log what's happening and when it happened. I have yet to hear that before. I would like to investigate that further.

I only go in there once or twice a month. It will be more than one week's time. It would be months down the road before I can send you a log.

The next time it happens if you could log it down.

Sure. Who to mail that to? The VR Help Desk?

Yes. Do you know if it's during the work week?

Absolutely. It's when I am at work.

I know they do maintenance on Saturday. I was wondering if it was kicking out then.

It's been occurring since the beginning of the Portal. It's just not been talked about or brought up. When I heard the tail end of Eugenia talking about it I became more interested and wanted to hear what you guys had to say about that because.

Sometimes it's pretty annoying. You have to login three or four times to have it go into the Portal. If you could do that if anyone else on the calls listing if you could market down. We could have systems investigate further. I haven't heard about it so Eugenia mentioned it and you corroborated it.

We can't get into the Portal ourselves. We are not allowed in. I rely on all of you to report any problem you had. So the next time someone reaches out to you, please let us know because we cannot test this out in live production. Thank you for the information.

Thank you.

This is Racquel. I'm not sure if you can see the group chat. Paulette from New Jersey VR thank you. She gave some very good advice in regards to if you get this issue. When you're cleaning out cookies and signing back in. There is just an FYI if you see the group chat. Just for everyone to know, I don't want you all waiting until you get on the quarterly call if you are having these issues. You know that's what I'm here for. The information gets immediately forwarded to Katie. I'm sorry I wasn't aware you were having the issue. Everyone who is having issue — I see David you have the same issue. Please email the Help Desk so I can make Katie aware of the issues ASAP. That's the only way they are going to get resolved.

Operator, are there any more questions?

One moment please. If you find your question has been answered you may remove yourself from the queue by pressing star two. Once again, if you would like to ask a question please signal by pressing star one.

It seems as though we were almost done.

Thank you, Julie. Thank you, Carla. For everyone on the call. We apologize. We are not sure what's going on in this sent. If there's anyone else that does still have a question or concern, you know where to reach us. Email us and we will be more than happy to follow up with you. In the meantime our next call will be Tuesday, October 8 at 3:00 p.m. These remember that call is always Racquel's birthday. Everyone else have a wonderful, wonderful summer. Stay cool. We thank you for the call.

This concludes today's call. Thank you for your participation. You may now disconnect.
[Event Concluded]