

**Operator:** 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 Robert Pfaff. Please go ahead.

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**Robert Pfaff:** Thank you and good afternoon, everyone, or good morning. Thank you for joining us for the quarterly All EN Call. We appreciate your time and we welcome you to the call. Wanted to open with a couple of announcements. We have an actually really informative call today. So, we're glad that you're participating.

Just by means of starting, we do have a leadership change announcement to make. So, as you may have known (Mark Washawsky) was our Deputy Commissioner for Disability and Retirement programs. Our organization falls under his leadership and he resigned in his position in January.

We have a new leader who has been appointed by the new administration. Her name is Kilolo Kajikazi. And she has quite an impressive resume. I won't be able to read all of the accomplishments she has, but I'll just go over a couple of things to share with you.

She was formerly a program officer for 11 years in the financial assets unit of the Economic Opportunity and Assets Program at the Ford Foundation. She's a board member of the National Academy of Social Insurance.

She spent six years as a senior policy analyst at the Center on Budget Policy Priorities, specializing in social security. And, prior to that, she was a policy analyst for the U.S. Department of Agriculture. She's also an institute fellow at the Urban Institute. So, we welcome her and look forward to working with her.

Just to let you know, we have no other leadership changes associated with this. So, the commissioner remains in the job. And also, all of our leadership stays essentially in place.

Susan Wilschke is still the associate commissioner for the — for ORDES, Office for Research and — I'm sorry, Office for Research Demonstration Employment Support, which the Ticket Program is operated from. And I remain in my job. All of our leadership stays as is, but we wanted to share that with you.

The next thing we wanted to share with you was in regard to the Ticket Program Manager contract. We really don't have anything to announce regarding that contracting (awarded).

That is still in the works and we're navigating through some technical aspects with that. Of course, once we have something to announce, we will certainly share that with you.

The next thing I wanted to share with you is some very preliminary plans for, as I say, the Hosting Employment Summit. This would follow up on our Employment Support Summit that we held in June of 2019. And the idea — one thing that we glean from the Employment Support Summit that was held at SSA way back in the pre-COVID days was the need to try to link jobs closer to the program and closer to the beneficiaries that you're serving.

So, we're interested in engaging employers. We're interested in engaging third-party organizations that work with employers to place individuals with disability into employment. So, if you have any ideas or thoughts regarding that, please feel free to email me. We — again, we are in the early stages of this, so we're doing, you know, some outreach and discussions with organizations and so forth.

But we will give you more information regarding this as it progresses. We are projecting a — hosting a virtual event perhaps sometime in the summer, but we, again, will have information to share with you on that as it goes along. If you have ideas, if you have relationships with employees, if you're aware of things that would be helpful, as I said, you can email me directly, Robert.pfaff - P-F-A-F-F - @ssa.gov.

And that's everything that I have on my end. I'm going to hand it off briefly to Laura York, who's going to introduce our next speaker. Laura?

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**Laura York:** Thank you, Rob. Our next speaker is Diandra Taylor who works for the Office of Communications, specifically the Office of External Affairs. And she is going to talk to us very briefly about *my* SSA accounts and ((inaudible)) you can do with them (or) beneficiaries can do with them.

Diandra is very informed on the more utilitarian aspects of the account. She's not a technical expert. If you do have technical questions about *my* SSA account, we have a number for you. And again, ((inaudible)) this number. It is not kind of the end all be all for technical support.

We expect to have more information about that in the near future. But the number that I'm going to provide will just — (the) ((inaudible)) (that you speak today) will be able to help you with some basic troubleshooting of the account.

So, that number is ((inaudible)) 1-800-772-1213 and, again, that's for basic troubleshooting of information for *my* SSA account.

And now, I'll turn it over to Diandra.

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**Diandra:** Thank you, Laura. And thank you for having me here today. It is always a pleasure to speak about *my* SSA Account. So, I'm happy to spend some time with you all today.

Commissioner Saul had (laid) the creation of *my* SSA account as top priority for the agency. He's actually tasked us to do, I believe, nearly 50 million sign-ups — a very, very ambitious goal. So, I'm happy to be able to share a little bit of information with you all today. Next slide, please. Next slide, please.

((inaudible)). *My* Social Security, of course, just a quick overview. This is a convenient and secure suite of services designed to put you in control of your personal social security information, as well as help you manage your benefits. When you are ready, your account will give you the information you need whenever you want all without calling or visiting a field office. Next slide.

My SSA account is beneficial for members of the public who are receiving benefits and those who are not. So, just briefly, what can you do with the *my* Social Security Account? Your *my* Social Security Account provides a wealth of information to help you and your family plan for your financial future.

And if you receive benefits or have (Medicare there) along with the (bank that can) accomplish, just a couple of things that you can do, of course, are opting out of notices, replacing your social security card if you need it based on certain requirements. You can report wages if you work and receive disability insurance, SSDI and, of course, SSI, Supplemental Security income benefit.

You (cannot pay) in a verification letter and I'll talk about that a little later. You can check your benefit containment information and your earnings records. You can change your addresses, phone number, start or change your direct deposit, submit your (advance of the national representative pay you) ((inaudible)). (That's something you knew) that probably just started about a year ago, request a replacement Medicare and obtain a replacement SSA 1099 or SSA 1042S for tax season. Next slide, please.

There are also things, as I mentioned earlier, that you can do if you do not receive benefits. You can still view your retirement estimates, so (if you want to buy many) retirement calculators. You can view your (spouse's self) benefit. This is a new feature that we've added recently.

You can request a replacement social security card still if you meet certain requirements. You can check the status of your application of a - for appeal. And you can also obtain a benefits verification letter (exclusive if) you're not receiving benefits and obtain your social security statements to review your estimate of future retirement, (visibility) and survivor benefits, your earnings once a year to verify the amount that we posted are correct, and the estimated social security and (Medicare actions that) you've paid. Next slide, please.

So, there are very stringent rules about setting up ((inaudible)) account. What you want to make sure that you are protected for security purposes. But there are things that you can do.

You can assist someone in creating a *my* Social Security Account if they are present with you and if they meet certain requirements, if they have their own e-mail address, if they can answer certain out (out-of-the-wild) questions and/or if they have been appointed by (FAE).

Of course, there are situations where you cannot create a My Social Security Account on behalf of another person. If you have a business relationship with that person, if you are a representative (AE) or an appointment representative, you cannot create a *My* Social Security Account. But you can assist someone if they are present with you. Next slide.

I just want to also briefly mention because, of course, you understand that entering your social security number is (to) — any sort of application can be daunting. We do have (some intense) security methods to open the — your *my* Social Security account. You can say to evaluate and improve how we protect what's important to you. We take that very seriously.

We have a robust cybersecurity program in place to help protect your personal information that you entrust us with. We add additional security measures to safeguard your personal information by making our — but we still to make it easier to you (for) it's a vital part of (easy new space) and secure.

So, there's multi-level of enhancements and occasions that we use when you are creating a *my* Social Security Account. So, we're committed to using the best technologies and standards available to protect our — protect your data. And we just want to make sure that, as you entrust us with that information, that we are doing the best to protect your resources. All right. And let's go to the next slide, please.

We've made some enhancements to our online services. And, of course, that also affects *my* Social Security Account creation and registration. Last year, we redesigned the retirement benefits portal and that will help people (pay) and apply for retirement.

We have several calculators — very popular calculators that you can use. Once you create a — and going through a *my* Social Security Account will help do that. The redesigned portal will make it easy for you to (find) and read about retirement benefits (because we have) pages and clear information. We condensed and rewrote a lot of the pages to make it easier to understand.

If you visit our retirement benefits portal, you can learn more about applying, managing your benefits, your potential benefits. And, of course, that is also an area where you can create your *my* Social Security Account.

We've updated the standardized benefit verification online letter. Sometimes we call it the budget letter or the benefits letter or proof of income letter or proof of award letter. We now have a new standardized benefit verification letter available when you need proof on social security benefits, supplemental security income or Medicare.

In addition to ((inaudible)) date of birth, and benefits received, the new benefit verification letter includes other identifiers to help prevent (misuse and) ((inaudible)) which is also a huge initiative here at the agency, the prevention of fraud and abuse. The same standardized letter is also available (to you soon) if you're not receiving benefits.

Also, if you happen to serve as a representative (AE) — I just want to (fill) that in there — you can use the *my* Social Security representative (AE) portal to access to standard benefit verification on — letter online for your beneficiaries.

And then, a very recent update, the social security statement, we've added some new fact sheets. The social security statement, of course, is one of our most valuable tools to learn — that you can use to learn about your earnings and your future social security benefits. A convenient way to access the statement, of course, is through *my* Social Security.

We've added these new fact sheets to accompany the online statement. These fact sheets are designed to provide clarity and useful information based on your age group and earnings situation. They can help you better understand our programs and our benefits.

So, the fact sheets cover retirement planning and that cover four different age groups, ages 18 to 48, 49 to 60, 61 to 69 and 70 plus. We have benefit information for workers with non-covered earnings who may be subject to the windfall eliminations (subject in our

WAP) or the government pension offsite workers who are not fully insured, workers of an intermittent work (history) and new workers and Medicaid plans.

The fact sheet educates workers about social security to be able to make informed decisions based on their specific situation. And, of course, again, you can access your online statement through your *my* Social Security Account. Our next slide, please.

I know many of you are familiar with opening a *my* Social Security Account, but (I do the rest), but I just didn't put the (mentioned value to do) it again. ((inaudible)) ssa.gov, my — slash myaccount. Use the ((inaudible)) sign-in or create an account. Provide some personal information. Those are the out-of-wallet questions that I mentioned earlier. You choose a username and password, and then, of course, your security code. And that will help you access your account. Next slide, please.

And just (from a personal point of view), we wanted to share some information. We have created a new Web site. It's called Information for People Helping Others. It provides helpful information and resources and, of course, information on *my* Social Security and (one space) for anyone in a position to help another person access our programs and services. Of course, with the pandemic causing many hardships, we want — we work closely to improve our service to our most vulnerable populations. Next slide.

And you can follow us on most social media hubs and channels. We have a Facebook page, a Twitter account — two Twitter accounts. You can use either ssa.gov or ssaoutreach — Instagram, LinkedIn and YouTube.

And that concludes my presentation and I'll open it up for questions. I turn it over to Adelle for questions.

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**Adelle Barr:** Thanks, Diandra. We have quite a few questions from the chat already. Christina, if you can help us out with any of those who want to ask questions over the phone line?

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**Operator:** If you would like to ask a question, please signal by pressing "star," "1" on your telephone keypad. If you are using a speakerphone, please make sure your mute function is turned off to allow your signal to reach our equipment. Again, press "star," "1" to ask a question. And we'll pause for just a moment to allow everyone an opportunity to signal for questions.

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**Adelle Barr:** Thanks, (Christina). I do have a few questions. So, while those queue up, Diandra, there's a question.

If *my* SSA account is a top priority, do you — when would there be plans, do you know, to upload a BPQY in the account for disability beneficiaries? I know that you're not a technical expert, but just to see if you have any answers to that one.

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**(Diandra):** I'm sorry, I missed it. What do — what was the question uploading?

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**Adelle Barr:** Are we thinking that there's ever going to be BPQY in the available ((inaudible))? Yes.

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**Diandra:** I have not heard — I mean, of course, there are always enhancements coming down the pike, but I have not heard of that particular enhancements. But I could inquire and take that back as a takeaway.

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**Adelle Barr:** No worries. We'll look into that. So, I think there was a few other questions about that. Do you know that the phone number was provided earlier for social security for technical support? Just wanted to make sure that we provided the correct number. Yes. And if you have that number, if you could read that out for me to make sure it's the right number.

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**Female:** So, I have it. ((Inaudible)). It's 1800-772-1213. And that is ...

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**Adelle Barr:** Okay.

(Crosstalk)

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**Female:** ...on the (policy) SSA toll service center number.

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**Adelle Barr:** Okay. So, that was the question about — I think that's the only number for technical support that's available. Am I correct?

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**Female:** At this point, yes. ((inaudible)).

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**Adelle Barr:** Okay. And there was a question — what if an employee does not have the employer EIN? How would they (just) started using myssa.gov to report wages?

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**(Diandra):** They don't have the EIN?

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**Adelle Barr:** Yes, ma'am.

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**Diandra:** So, that — okay. So, before the health crisis, before the pandemic, we would say, you know, visit our field office or contact our field office. I will defer and tell them to actually call the 1800 number for instructions on that because they would have to pull some additional information.

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**Adelle Barr:** Okay. (Christina), do we have any numbers — any questions on the phone line?

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**Operator:** Yes. We'll take our next question from Jay Harner with Roads to Freedom.

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**Jay Harner:** Good afternoon. I was just wondering, what is the best way for a person (that has) a Ticket that's already assigned for them to reassign it to a new establishment?

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**Adelle Barr:** This is Adelle. Sorry, could you repeat the question?

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**Jay Harner:** What is the best way for a consumer who currently has Ticket already assigned that they would like to assign it to a EN because the EN they are currently working with isn't supplying them the services they wish?

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**Adelle Barr:** Thank you. Thank you for your question. At this time, we're going to focus on questions from our guest speaker. So, I'll hold this question to the end. I appreciate that.



So, I apologize if we did not mention that at the beginning that these questions are for our speaker at the moment regarding *my* SSA account.

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**Jay Harner:** Okay. I'm sorry. Thank you.

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**Adelle Barr:** No worries. Thank you. (Christina)?

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**Operator:** No, there are no other questions on the phone line at this time.

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**Adelle Barr:** Okay. So, I did have another one from the chat. All right. What are — do we know of any — you mentioned enhancements for the future. What — are there any requirements that allow or not allow someone to request a replacement social security card through *my* Social Security? Have you heard of any of that in the works?

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**Diandra:** I have not. That is a popular question that we receive, but I have not heard they got there yet, but stay tuned. Hopefully, there will be coming down the line. But not yet, not yet.

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**Adelle Barr:** Okay. All right. Well, thank you. So, we'll have these questions. And if there's anything, we'll send over to you see if you can help us out. What I'd like to do at this time is let's go ahead and turn this over to Terri Uttermohlen.

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**Terri Uttermohlen:** Thank you, Adelle, and hello, everybody. I need to start with a confession. My computer crashed immediately before this call. And so, I'm going to ask Adelle to help me get through the slides because I don't have (a way to view) them. So, do you mind reading the headings for me?

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**Adelle Barr:** Not at all. So, what Terri is going to cover is what is work incentive counseling.

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**Terri Uttermohlen:** Okay. So, what is work incentive counseling? What are the really important things that happens when people start earning money is that it affects a myriad

of benefits that they may receive, including their social security benefits, supplemental security income, food stamps, housing, all kinds of things can things.

And the web that all these different programs and all their difference requirements create can scare people. They may be afraid that they're going to their housing, they may be afraid that they're going to lose their food stamps or something else that they consider - especially health insurance - that they consider to be really important to their quality of life.

And remember, as you all know, this is a — these are very vulnerable populations. These are people who may be living on a shoestring and they're very afraid of that string breaking without support.

So, work incentive counseling is when a trained person, who knows who has - knows a lot about the benefits that the person may be receiving, sits down with them and gets the information about what they're getting, does an analysis to figure out how the person's work goals would affect those programs, and then, educates the person, helps them understand what they need to report, what will happen, when it will happen. And the goal is to provide accurate information to make work pay.

Social Security has a program called the Work Incentive Planning and Assistance Program and WIPA is what it's - we - (for protection) that we call it. That might be the next slide. Is it, Adelle?

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**Adelle Barr:** Yes. I have it queued up. I'm following you. ((inaudible)).

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**Terri Uttermohlen:** Thank you. Okay. Great. Work Incentive Planning and Assistance is a national program providing free work incentive counseling across the country. We have - our funding comes from a law that was passed in 1999 and, unfortunately, that funding has not increased since 1999.

So, we can't serve everybody who needs it who would like to have the service. We don't turn them away, but our - we have goals to reach people who are most vulnerable for overpayment for the people who are working — or people who are about to take a job.

But it is a — it's a great program. We've worked very hard to help make sure that people get wonderful training from our partners at Virginia Commonwealth University. And I have (Susan Amara) as back up on the line in case I forget anything. So — and (Susan) is with Virginia Commonwealth University.

So, anyway, what it is we have 82 projects and we're in the process of competing for new applicants. And I'll be talking about that in a minute. Adelle, what's the next slide?

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**Adelle Barr:** Requirements for training.

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**Terri Uttermohlen:** Okay. Because we can't afford to provide all of the funding for services that we want, we do allow community partners to attend training when there is room. And we give a priority to community partners who are our partners as employment networks.

It's a real commitment. It is — this is not something that you go for a day and you go, "Hey, I'm trained now. I know what I'm talking about." This is an extensive initial training, followed by testing, followed by a full certification process where the person has to submit analyses about the benefit — the benefits that real people get for review and grading and that in order to reach full certification.

We've made it that intense because we really — these are very vulnerable people and I - a lot of us — I know me for sure thinks that no benefits counseling is better than bad benefits counseling because, if you give somebody misinformation, it can really wreck their work opportunity or their success at work and derail them and possibly make them never want to work again. So, you really want to make sure that we're getting — giving accurate information. And we require the same of our community partners.

We also recently have begun requiring an introductory web course. And this is something that (we've) created under our contract that is a really good light overview of what work incentive counseling is, what WIPA is, when it's appropriate to refer to WIPA, and what some of the social security work incentives are and how they're used.

This is a requirement for anybody who wants to attend the training. And it's also a really good tool for people who will be working with — people with disabilities aren't going to be providing benefits counseling, but may want a general idea of how all this works. So, you have to make a commitment. Say it again?

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**Adelle Barr:** No, I thought we were transitioning into the next slide for the initial training.

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**(Terri Uttermohlen):** The initial training is currently entirely remote — thank you, Adelle — is entirely remote. It - once COVID makes it - you know, we get past the point where it's

unsafe, we will be offering some face-to-face trainings as well. It is a face — it, traditionally, has been five days face to face.

When COVID happened and we - and traveling became unsafe, (Lacey) did a wonderful job of turning on a dime and creating a 10-day initial training that replaces the five-day face-to-face training. And then, it's done by Zoom. And it's a — it's a lot of information, but people have been doing it and have been - they've been very well in the classes.

And after the initial training, there's testing. And there is quite a bit of testing. (We have) a week with multiple choice quizzes, everything is open book because we want you to learn how to ((inaudible)). And then, after that, there's ((inaudible)). And then, as I said, once you receive certification, ((inaudible)) analysis.

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**Adelle Barr:** ((inaudible)) into - ((inaudible)) getting into the classes (is what) the next few slides coming up. (I thought) that you were talking a little bit about getting into the classes.

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**Terri Uttermohlen:** I might be — I was talking about the initial training.

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**Adelle Barr:** Okay.

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**Terri Uttermohlen:** And what is on — what's this — on this slide - this - the slide we're on right now?

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**Adelle Barr:** Getting into a class.

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**Terri Uttermohlen:** Getting into the class.

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**Adelle Barr:** Yes.

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**Terri Uttermohlen:** Okay, getting — I apologize — getting into the class. As I said, you need to make a commitment. You need to intend to provide benefits counseling at least 16 hours a week and there's a reason for that.

This is a very in-depth analytical service and it's also a very perishable skillset. So, we

want people that we're investing in — because this — by sending people to training, our line people to go to the training, we want them to make a commitment to use the information and we want them to use the information frequently enough that they don't lose the accuracy that is critical to our beneficiaries.

So, (this said you all) should take the introductory web course. You need to go on to the (VC) Web site and request registration and you may or may not get in because we have - it's very popular. There's a lot of people who want to be in. And as I said earlier, if you are in an employment network, you have first priority after the work incentive planning and assistance program.

Let's go to the next slide, Adelle. And (Susan), if you would be (prepped) to fill in anything important that I've missed, I'd be really grateful. What is the title on the next slide, Adelle?

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**Adelle Barr:** Well, the next slide is still talking about — a little bit about getting into a class, about successfully completing the series. I think you've covered that and then the (full certifications).

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**Terri Uttermohlen:** Okay.

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**Adelle Barr:** Next, we're talking about the upcoming grants competition.

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**(Terri Uttermohlen):** All right. I'm going to pause here. And, (Susan), is there anything that you'd like to add?

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**(Susan Amara):** I think you did a great job covering it. I've been kind of reviewing the information on the Web site just to be sure we weren't missing anything and it looks - I think you've covered it, (Terri). Great job.

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**Terri Uttermohlen:** Great. Thanks. Thanks a lot. And, Adelle, thank you very much. (Just)

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(Crosstalk)

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**Adelle Barr:** No worries. ((inaudible)).

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**Terri Uttermohlen:** There is only one slide on the — on the — on the grant competition.

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**Adelle Barr:** That's the final slide. Yes.

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**Terri Uttermohlen:** Yes. And the reason there's only one slide is the point at which we created — I created this presentation we didn't know the request for application would be posted. But the good news is that, on Thursday, the 19th of February, we were able to post the request for application to grants.gov, which is where you would apply if you're interested in becoming a work incentive planning and assistance provider.

We are estimating that we will have 75 or so grantees. These replace the current grantees. We have to compete it every five years or so to make sure that we're getting new applicants that it's — you know, a new — a new cadre.

It could be some of the same players, it could be entirely new players. And we encourage ENs, VRs, community service providers to apply. And if you go grants.gov, you will be able to find the application.

We also have a Web site or an e-mail address that you can write for information, which is www — I'm having a brain hiccup ((inaudible)).

(Crosstalk)

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**Adelle Barr:** ... if you can help me, I'm going to have that flash across. So, when you're done, if you could repeat it for me and I'll type it, so it can flash across the screen for everyone.

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**Terri Uttermohlen:** Okay. Is it possible actually that I could send you a little note that you could send out to everybody instead of...

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**Marjorie:** Hi, Terri.

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**Adelle Barr:** Yes.

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**Marjorie:** Terri, this is Marjorie. Can you hear me?

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**Terri Uttermohlen:** Yes.

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**Marjorie:** Hi, okay. I believe what you're trying to — the e-mail address you're referring to is ssa\_ta@grantsreview.org.

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**Terri Uttermohlen:** Thank you.

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**Marjorie:** And I will pop that in an e-mail to Adelle as we speak as well.

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**Adelle Barr:** ((inaudible)).

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**Terri Uttermohlen:** (Marjorie) is my — thank you. (Marjorie) is my esteemed and invaluable colleague on this project. So, (Marjorie), thank you very much. So, if you have any questions — yes?

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**Adelle Barr:** Okay, teamwork.

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**Terri Uttermohlen:** That is great.

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**Adelle Barr:** So, right now, everyone should be able to see that going across their screens.

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**Terri Uttermohlen:** Okay. So, we'll look forward to seeing applications from interested — any interested ENs and we'll look forward to your questions. If you are interested, feel free to write that address, feel free to look on grants.gov for the — if you search for the word "WIPA" W-I-P-A, you'll be able to find the application package and the request for application.

The applications are due April 19. And we will be having training calls for applicants and

we'll be posting FAQs on our Web site, which is — I'm going to say this one — Adelle, if you want to have this one flash — it's www...

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**Adelle Barr:** Okay.

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**Terri Uttermohlen:** WIPA, W-I-P-A, I'm sorry, take out the W. I'm being — I'm having brain hiccups.

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**Adelle Barr:** No problem.

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**Terri Uttermohlen:** it's just WIPA, W-I-P-A, @ssa.gov.

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**Adelle Barr:** wipa@ssa.gov.

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**Terri Uttermohlen:** No, sorry. I did not have coffee this morning.

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**Adelle Barr:** No worries.

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**Terri Uttermohlen:** It's www...

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**Adelle Barr:** Okay.

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**Terri Uttermohlen:** .ssa.gov/work/wipa.

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**Adelle Barr:** Okay. So, I didn't have any coffee today. So, www.ssa...

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**Terri Uttermohlen:** .ssa.gov...

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**Adelle Barr:** Got it.



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**Terri Uttermohlen:** /work/wipa, W-I-P-A.

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**Adelle Barr:** /work?

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**Terri Uttermohlen:** Slash. /wipa.

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**Adelle Barr:** Yes.

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**Terri Uttermohlen:** W-I-P-A. That's the Ticket to Work Web site. You can also get it from the homepage on the Ticket to work Web site and that's where we will be posting frequently asked questions. We have links there for the application for the grants.gov where you can register and where, again, we'll be posting FAQs and have announcements of training calls. And I'm going to pass it ...

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**Adelle Barr:** Okay.

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**Terri Uttermohlen:** ...back to you, Adelle, for questions.

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**Adelle Barr:** Okay. Well, we do have quite a few questions. And (Christina), if you can help us, if you can see if there's any questions on the phone lines for (Terri) at this time?

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**Operator:** And if you would like to ask a question, that is star one for — to join the queue. And we do have a question in the queue from (Jay Harder).

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**Jay Harder:** Sorry, my question referred to something earlier. I will ask it later on.

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**Adelle Barr:** Okay. Thanks, (Jay). And as I mentioned, we did have — there are no questions that I have with you here, so let's pull up some of those questions for (Terri). And thanks, again, everyone, for helping us out today. So, if we already have the work incentive (partition) certification through Cornell, would we have to go through the (SEWA)

training at VCU to do work incentive training for our ENs?

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**Terri Uttermohlen:** Yes. We have — we have — we permit one training certification and that's from our - from our partners at Virginia Commonwealth University. It's just because we're not just keeping you about work incentives, but how the social security grant work and how we want the services to be provided.

So, even if — in — Cornell is a great background for people. Any kind of benefits counseling that you've done in the past is good background. But, yes, you have to go through the VCU training.

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**Adelle Barr:** Okay. Thanks, (Terri). How long is the award good for? Do you know for the WIPA grant?

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**Terri Uttermohlen:** The awards begin to provide services July 1 of 2021. And it will be continued through June 30, 2026 pending availability of funds. It's an annual grant. So, the first one goes from — through '21 to '22, and then, there — you do a continuation application every year and this — but this is a five-year award.

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**Adelle Barr:** Okay. And just to make sure, this course certifies an employment network at the benefits plan. Is that correct?

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**Terri Uttermohlen:** Sort of. This course certifies the Virginia Commonwealth University initial training for work incentive planning and assistance. This is — it certifies an individual to become a work incentive counselor either under — as a community partner work incentive counselor if the person works for an EN and not for a work incentive planning and assistance program or as a community work incentive coordinator, which is specific to our WIPA grantees.

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**Adelle Barr:** Okay. And if we're a workforce EN, how could we access the training to partner better?

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**Terri Uttermohlen:** You, as a workforce EN, any community partner can apply for the training and go and receive certification. You could also — depending on how in-depth

you want to go — if you want a lighter look at what's — what that is about, I would — then, you would have to do this anyway to apply for the full training, I would check out the introductory web course.

It's six lessons. It's free. You can get to it on the [www.vcu/ntdc.org](http://www.vcu/ntdc.org) Web site. And if you need me to go through that, Adelle, again, I will. It's ...

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**Adelle Barr:** Okay. Go ahead.

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**Terri Uttermohlen:** www...

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**Adelle Barr:** Yes.

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**Terri Uttermohlen:** vcu/nt, as in Tom, d as in David, c as in Charlie, .org. And you can register for the introductory web course.

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**Adelle Barr:** Okay. So, I have [www.vcu/](http://www.vcu/) — what was after that?

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**Terri Uttermohlen:** It's v as in victory, as in Virginia, right?

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**Adelle Barr:** Yes.

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**Terri Uttermohlen:** VCU - okay. /ntdc, which is the National Training and Data Center, .org, O-R-G.

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**Adelle Barr:** (Okay). And that's going across the screen as we speak. Okay. Well, we thank you very much, (Terri), for helping us out. And if we have any other questions (and which we do), we can (focus) those and we can see if we can get those answers to folks, okay?

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**Terri Uttermohlen:** Yes. And, again ...

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**Adelle Barr:** Thank you ...

(Crosstalk)

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**Terri Uttermohlen:** ...thank you. Thanks for the help.

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**Adelle Barr:** No, thank you and thank you...

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**Terri Uttermohlen:** And Marjorie and Susan and Karen.

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**Adelle Barr:** And exactly. Very good. So, what I'll do at this point, let's continue with our agenda and we'll go ahead and hand this over now to Karen.

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**Karen:** Good afternoon, everyone. I'm just going to give a few brief updates. So, first, I want to talk about the APOR, the annual performance outcome report, which is due this Friday, February 26.

If you are a VR agency or an American job (enter), you are excluded from filling it out or if you're an EN with 2020 or 2021 agreement award date. Nobody else is exempt. Everyone must turn it in. And, as of today, we only have about a 64% response rate. So, you have three more days to get this in.

The APOR questions and FAQs can be found on the Your Ticket to Work Web site under [yourtickettowork.ssa.gov/resources/resourcedocuments](http://yourtickettowork.ssa.gov/resources/resourcedocuments). If you need any help, you can always contact [ssaenapor@yourtickettowork.ssa.gov](mailto:ssaenapor@yourtickettowork.ssa.gov).

And for the security awareness forms, the 222s, those are also due this Friday, February 26. There is nobody excluded from those. Everybody must fill those out.

If you have multiple staff, you just keep a copy of the 222 forms at - you know, on file at your EN location. We may ask about it any time. The signatory authority or the suitability contact must submit the addendum form, but with all the (staff) that have completed the 222 form.

If you are run by a single person, just submit the security awareness form 222. There is not an addendum required. And I cannot emphasize enough to get those - everything in

on time by this Friday every year. People don't do this very easy thing to do and we terminate, you know.

So, we really hate doing that, but we must make sure you're abiding by the terms and conditions of your TPA agreement. So, please make sure you get those in on time.

I'm going to go into portal access EN employment verification. Portal users must verify their employment every six months. And if you don't do that, it kicks you out of the portal.

So, just to maintain your portal access, please remember to do that. You should receive a notification about two weeks prior to being locked out. To verify your employment, just send an e-mail to [enservice@ssa.gov](mailto:enservice@ssa.gov) with the subject line "Employment Verification" and you're done with (number).

There's two options. First, a single user can send an e-mail from a company e-mail address stating they are still employed or, option two, you can send one e-mail listing all active employees with portal access.

And that is all I have. I will turn it over to Jayme.

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**Jayme Pendergraft:** Thanks, (Karen). Good afternoon, everyone. This is Jayme Pendergraft. Adelle, can you move on to the next slide, please?

So, I'll be giving a Ticket outreach update this afternoon. Let's see. It looks like my slides may not have made it in — there they are, okay. Thank you.

But I'd start off with I did want to talk about our success stories. And we get lots of questions about our stories and criteria and things like that. And Ticket to Work success stories are real stories about actual social security beneficiaries who work with ENs or VR agencies or both and share stories about their work experience after they have worked their way off of benefits.

And we do encourage you to share these stories on social media or in your newsletter to show some positive outcomes for the Ticket Program. We find that by sharing individual stories is the way for people to relate to others like themselves who maybe thought that they couldn't get off benefits and they were able to do so and are now working full time and achieving other goals. Next slide, please.

We do encourage employment networks to submit information about success story candidates. We do have two different types of success stories. One is just what we refer to as a success story. Those feature individuals who have achieved financial

independence, so they have worked their way completely off of benefits and have been off of them for a certain amount of time with the help of the Ticket Program.

And then, we also have stepping stone stories. And those (beats) are people who have made a major step on the path to financial independence. Maybe they have gone to college and gotten a degree or they have started working, but aren't quite off benefits yet. But they have made some sort of major life steps towards getting off of benefits and financial independence.

So, if you know anyone or if anybody comes to mind that you can (please) feature the success story, we do encourage you to send their information with a little bit of a blurb about them to ([Stories@choosework.ssa.gov](mailto:Stories@choosework.ssa.gov)). Don't include any (TII) in that email. We'll follow up with you to get additional info that we need and any extra details about their story. But if you do have an idea, please let us know. We're always looking for new candidates. Next slide, please.

Our most recent success story came out last week. And it was a story about (Rob), who is actually one of our very oldest success stories. And we checked in with him to see how he was doing.

He was once on social security disability benefits due to some kidney issues. And he did have a life-threatening illness due to those issues. But now, he's back on his feet and he's employed full time and he was actually able to repurchase his family farm and home. That was one of his major goals after he went back to work.

So, I do encourage you to check out that updated success story and share it. You should have received the delivery message with some social media content in there about how to share (and adored) about that message. If you didn't, you can always send an email to ([Stories@choosework.ssa.gov](mailto:Stories@choosework.ssa.gov)) and we'll be happy to send you some materials. The next slide, please.

Our next item of discussion is our Ticket to Work fact sheets. We have published few fact sheets since I last presented on an all-EN call. One is Medicaid and Medicare Employment Support. And these talk about how extra income from work will affect the person's Medicare and Medicaid. And this one has actually been very popular.

So, if you do have beneficiaries who have questions about this, and I'm sure you do, we encourage you to take a look at this fact sheet and share it with them either in physical form or electronically and encourage them to learn more about the different work incentives out there related to Medicaid and Medicare.

The second publication that we have released since the last all-EN call is the Trial Work Period fact sheet. And this is not exactly new, but it does now include 2021 information and members. So, that has been updated and as Adelle (will online at the) link in the presentation. Next slide, please.

Every All EN call, you hear me talk about our WISE webinars. Our next one is actually tomorrow to review. WISE webinars are online monthly events, which are held for people ages 18 through 64 who receive social security disability benefits.

We also get a lot of family members, friends and providers who join, not just Ticket providers, but other disability organizations who listen in to learn more information about the program. And, every month, we talk about the Ticket Program and other work incentives.

The WISE webinars are fully accessible and we always strive to make sure that they stay way. So, if anybody ever has any feedback about how to improve accessibility of our webinars, feel free to let us know.

The webinars are generally on the fourth Wednesday of every month. And again, this is something that you all get notified of via GovDelivery. We do send out simple social media messages and we do encourage you to also follow our social media so that you can repost and reshare our post about the WISE webinars.

So, we do appreciate those of you who do share them. And we encourage those of you who do not actually (do the) sharing that it's very helping if you share. And it's also an opportunity to kind of get the message out about Tickets to a large audience before they start coming in and you're answering the same questions over and over again about the program. We at least get the idea of the Ticket Program (and to) folks have — (both) where they made contact with you all to get some of those basic questions answered. Next slide, please.

As I mentioned, our next webinar is tomorrow afternoon at 3 o'clock Eastern Time. All our webinars are 90 minutes. Tomorrow's topic is "Expanding Your Job Search with Ticket to Work". We'll be talking about apprenticeships, schedule hiring and Section 503.

Our presenter is Ray Cebula from Cornell University. We encourage you to register at ([choosework@ssa.gov/wise](mailto:choosework@ssa.gov/wise)). And you can also view previous webinars — we go back about six months online at our WISE on demand Web site.

And lastly, I do just encourage you to stay in touch. We have provided all of our social media accounts here. If you don't already follow it, I encourage you to do so and take a

look and see if there's any content you'd like to share. And, with that, I will hand it back over to Adelle.

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**Adelle Barr:** Thank you very much for all that information, Jayme. And I think what we'll do is we'll go ahead and open up lines for questions that folks may have that we have not yet addressed. Christina, if you could help us with that, please?

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**Operator:** Again, if you would like to ask a question, please press "star," "1" at this time. We'll take our first question from Sandra Abbott with Abbott & Associates.

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**Sandra Abbott:** Good afternoon, everybody. I have a question in regard to the WIPA grant. If you are an EN and you go through the training and you pass, can an EN also be - apply for this WIPA grant program?

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**Cara:** So, this is Cara. You may apply. However, if you were granted the award to be a WIPA and (you're already in), there must be a firewall. So, in other words, the same people cannot work on the EN side of your house that's working on the WIPA side.

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**Sandra Abbott:** Okay. And then, the second question I have is for the training support services that — I believe for the WIPA grant. Does it also include how to prepare a projected budget?

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**Cara:** Terri, are you still on or Marjorie? I know — this is (Cara). I know there's information about the budget in there, but I don't know if it actually tells you how to prepare it. But we can — if you want to send that question in, we can definitely get back to you on that.

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**(Sandra Abbott):** Okay. And where do I send the question to?

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**(Terri Uttermohlen):** You can send it to - give me two seconds. Send it to [wipa@ssa.gov](mailto:wipa@ssa.gov).

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**(Sandra Abbott):** Okay. Thank you.

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**Adelle Barr:** Thank you, Sandra). (Christina, any other questions in the phone queue?

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**Operator:** Yes. We'll go to our next question from Jomell Lamberg.

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**Jomell Lamberg:** Hi. Can you hear me?

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**Adelle Barr:** Yes.

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**Jomell Lamberg:** Awesome. Hello. Good afternoon. I have a more technical question. (The doctors) should probably take the benefits counseling training.

I have a customer who has been employed. Her current employer will not allow her to use the employees' and health insurance while she's currently enrolled in Medicare Part A. And she wants to know if she can withdraw from Part A without having to repay her cash benefits.

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**Male:** So, Adelle, that sounds like a benefits counseling question and I'm wondering if Susan Amara is still on the phone.

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**Adelle Barr:** Yes. Well, this is Adelle. I think — I believe that Terri and Susan have jumped off. But we can forward the question and see if we can help out that way or using email ((inaudible)).

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**Male:** I think it would be a question for VCU and they do provide technical assistance. So, I don't know if, you know, you're — you or if someone in your organization has been certified through the VCU training. But they do provide ongoing technical assistance to organizations that receive the training and certifications.

So, you can contact VCU directly if you have those types of questions. And we do have the national training center information. And Adelle, I think you gave that Web site earlier. (Do we have) the link?

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**Adelle Barr:** The VCU Web site?

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**Male:** Yes.

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**Adelle Barr:** Yes. I would have to pull that up.

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**Male:** Okay. So, if you can find it, great. But what we can do is circle back to you and refer that information to you.

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**Jomell Lamberg:** That will be greatly appreciated. Thank you.

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**Adelle Barr:** Thank you. Thank you for your question.

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**Operator:** And we'll go next to Jay Harner with Road of Freedom — or Roads to Freedom.

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**Jay Harner:** Hi. This isn't — this is more of a statement than a question. When they were talking earlier about the social security replacement card on the My Social Security site, I actually was able to get a replacement card about three weeks ago and (it only took me about a week to get it) in the mail. So, if anybody is having difficulties with that, I thought it was pretty easy. That's just my personal experience.

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**Adelle Barr:** Wow. Well, thank you for sharing that.

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**Operator:** And another question from (Sandra Abbott).

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**Sandra Abbott:** Two questions actually. The first question is there a listing of job orgs that deal with hiring specifically disabled individuals?

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**Jayme Pendergraft:** Hi, (Sandra). This is Jayme Pendergraft and we actually have a resource somewhat related to that on the (choosework@ssa.gov) page. And it's called Find a Job. So, it's (choosework@ssa.gov/find-a-job) and we do list a bunch of different resources and organizations that are job boards and we call out which ones provide

specific diversity-related topics and opportunities. So, I'd encourage you to take a look at that.

---

**Sandra Abbott:** Okay. And then, the other question I have, I get this response from a lot of potential participants for the Ticket to Work Program. They tell me that they are apprehensive because somebody is telling them or they read it somewhere, you know, dealing with the SGA and they're afraid to — how do you say — take more work hours because they're very scared that they're going to lose their benefits.

And I was wondering if anybody knows when the information goes out to potential beneficiaries for this program. Is that information dealing with ESG? Is it listed somewhere because they're all saying it?

**Robert Pfaff:** So, this is Robert Pfaff. I think the best - one recommendation would be, you know, you can certainly — I don't know if you're familiar with SSA's red book. It's fairly technical. But it does explain SSA's work incentives, you know, in pretty good detail, so that might be one option.

But certainly, if you can refer your client to your local WIPA project for services, if you have a beneficiary that's assigned to you who has these questions, that would be probably the best bet in terms of having a certified benefits counselor sort of walk your client through how work impacts their various benefits. And really, you know, it's a technical program. But having that — having someone explain those work incentives is probably going to be helpful in that situation.

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**Sandra Abbott:** Okay. Thank you very much.

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**Operator:** Thank you, (Sandra). It appears there are no further questions at this time.

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**Adelle Barr:** Okay. Appreciate that. We do have a few questions here in the chat. The earning estimated tool, is that going to be updated soon or have we already done that? We're looking for knowing if we have an update for the earnings estimator tool for 2021.

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**Robert Pfaff:** Adelle, that one I just — I would know that's pretty technical. I don't know if anybody ...

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**Adelle Barr:** Okay.

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**Robert Pfaff:** ...from the team would have ...

(Crosstalk)

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**Female:** Rob, I think ((inaudible)) (Katie)'s (question). That might be something for (Katie).

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**Robert Pfaff:** It could be, yes. She's not on the line, though.

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**Adelle Barr:** Got it. Okay. Well, we'll see if we can let (Katie) know about that question. There's a question about, if you're receiving SSDI and you get a job, do you have to report your wages and, if I report my wages, is money taken out of my SSDI check?

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**Female:** Adelle, can you repeat that question, please?

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**Adelle Barr:** Yes. So, I'm trying to interpret the way that the question is being asked so that it makes sense. If you're receiving SSDI and you get a job, do you have to report wages? And if I report my wages, is money taken out of my SSDI check?

---

**Patrice:** This is Patrice. So, it is the responsibility of every beneficiary or disability recipient, whether they're receiving Title II or Title XVI — I'm sorry, SSI or SSDI to report any start in employment, any stop in employment and any change in their wages. So, as a rule of thumb, we encourage individuals to report when they start work, stop work or if there's a change or fluctuation in their wages.

So, my general response to that would be yes. And, of course, Rob mentioned the Red Book and if you're an (EN) or VR, it would be great to take a look at the Red Book to see if there are resources that tells you how your benefit might be impacted with additional earnings.

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**Adelle Barr:** Thank you. Okay, getting through because I know we don't have our working centers folks on the line. For the SSA-222, if we add a staff member later in the year, do we just submit another addendum at that time?

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**(Cara):** This is (Cara). No, you would actually send in his 222 or her.

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**Adelle Barr:** Okay, good.

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**Operator:** (Technical difficulty) your question on the phone. If you'd like to take that?

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**Adelle Barr:** Please, go ahead.

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**Operator:** We will take our — we will take our next question from Lauren Womack with Lafayette Consolidated Government. Lauren, go ahead, your line is open. We're unable to hear you. Please check your...

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**Lauren Womack:** Hello, can you hear me?

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**Adelle Barr:** There we go.

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**Lauren Womack:** Hello? Okay, I'm sorry.

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**Adelle Barr:** Yes, ma'am? No worries.

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**Lauren Womack:** I'm just a little bit confused about the grant versus allowing individuals to take the class to be certified. Can our EN apply for the grant only if we have someone ready to go that can provide those services when the award date is prepare — like when the award day comes or is this to get us prepared and get us trained to provide this - the WIPA services?

---

**Adelle Barr:** Well, thank you for the question. And, as I said, the folks that we had (on) helping us are not —go ahead. Go ahead, Rob.

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**Robert Pfaff:** Yes. I don't know if (Cara) wants to chime in. What I would recommend is that you go to the grants.gov page to look for the RFA and the requirements are in the announcement. So, in other words ...

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**Lauren Womack:** Okay.

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**Robert Pfaff:** ...applications that would be interested in applying, it spells out in the request for application what your organization would need in order to be considered — you know, for your application to be considered for a WIPA project.

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**Lauren Womack:** Okay.

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**Robert Pfaff:** I can't - I think that, and please don't hold me to this, but I don't think that you necessarily have to have staff that is trained and certified at the date of award. I think you have to have some kind of demonstrated experience providing similar services in your organization in some way, shape or form. But, again, not having it in front of me, please don't hold me to that.

---

**Lauren Womack:** Okay.

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**Robert Pfaff:** Okay?

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**Lauren Womack:** The only question was I work as part of a city government, and so, I see that the benefits planning would be a benefit to our whole - our whole department that does other things as well. So, I was just wondering if it was just primarily for Ticket to Work or if this was like another avenue that we could connect, yes. Thank you.

---

**Robert Pfaff:** So, that's a good — no, that's a good question. And the - you know, I mean —so the WIPA grant that — you know, whatever the funding that is provided through the WIPA grant has to be used to provide those services to SSA beneficiaries. But it's also — you know, there's also — you know, there's local benefits, there's local, you know, impact on, you know, things such as housing and so forth and so on.

---

**Lauren Womack:** Right. We (do had) — and so that's why I see it as not just benefiting our program but as a city. So, thank you. Yes, you answered my question.

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**Robert Pfaff:** Okay. Good.

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**Adelle Barr:** Thanks for chiming in on that one, Rob. No questions at this time in the phone queue, right?

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**Operator:** There are no questions at this time.

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**Adelle Barr:** Okay. If a client hasn't reported any wages in 2020, is it okay to send the 401(k) now, social security?

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**Female:** Can you say that again, Adelle?

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**Adelle Barr:** Sure. If a client hasn't reported any wages in 2020, is it okay to send — and if it (reads) the 401(k) now at SSA. So, I'm not sure if that's what — the intent was to ask the question that way.

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**Female:** Hey, my understanding of the question is — and I could be wrong — but if they have — they should — as (Patrice) was stating earlier, wages should be reported as soon as possible.

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**Adelle Barr:** Okay. So, I guess (it would) anything they have to report (for those earnings, they do the things) available to them. Okay. I think we've done - answered the question about training. (Christina), any questions on the phone line?

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**Operator:** There's still no questions at this time.

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**Adelle Barr:** Okay. If I'm assisting someone, how can I help them proceed if they do not have their — and I'm not sure what the question — out-of-the-wallet information? So, if that person can maybe chime in and help us understand the question. If I'm assisting

someone, how can I help them proceed if they do not have their out-of-the-wallet information?

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**Laura York:** Adelle, this is Laura. I think that refers to the *my* SSA presentation and probably the person would be better off calling the 800 number that we provided.

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**Adelle Barr:** Okay.

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**Laura York:** I think the question refers to those that the speaker was talking about.

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**Adelle Barr:** Well, thank you for helping me out with that one.

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**Laura York:** Sure.

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**Adelle Barr:** Okay. Can a transitional student and/or adult go to school and go to a part time and not leave their SSI benefits?

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**(Cara):** This is (Cara).

---

**Robert Pfaff:** Adelle, again, I said...

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**Female:** Yes, ((inaudible)) send this question.

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**Cara):** They need to go to their local WIPA to get ((inaudible)) account.

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**Adelle Barr:** Okay. And I know we don't have — (Cara), but I think we may know how to address this question. I want to become a certified benefits counselor. Will the Virginia Commonwealth University that (Terri) was speaking certify me as a benefits counselor?

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**Cara:** Yes. If you go through all the training and then pass all the tests, then you are certified.

---

**Female:** And I just want to also say that that certification doesn't last forever, that you do have to keep up with it. So, we do require that ENs, in order to be listed on the Web site as a certified benefits counselor, send us their updated certificates every year.

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**Adelle Barr:** Okay. (Christina), do we have any questions on the phone line?

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**Operator:** We're got another question from (Sandra Abbott).

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**Sandra Abbott:** Yes, thank you. I have a question. You have a marketing - I think of a marketing program where you see the listing of potential participants who may be eligible for the Ticket to Work Program. And I think if I — if I remember it correctly, you had to contact a certain percentage of people. So, my question is, for that percent of people that's required to be contacted, do they have to be just contacted or do they have to be employed? Thank you.

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**Robert Pfaff:** So, the — so, let me clarify a couple of things. So, participation — we do have a marketing business process employment networks that can conduct outreach and have the resources to conduct outreach whether it's phone calls, whether it's sending letters, whether it's text messaging, whatever, can participate. We set a goal of approximately 1% assignment rate.

So, in other words, you know, you can request a file - minimum-sized file is 5,000 records. So, it would be 5,000 beneficiaries. And we would ask that you try to — the goal being that, over the next, you know, 90 days to 120 days, you would try to assign 1% of that file. So, it would be around 50 new clients from that file. So, I hope that clarifies your question. Does that answer your question?

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**Sandra Abbott:** Yes. So, in other words, you're saying when you say assign you're talking about processing the IWP and bringing them onboard as potential clients. Is that right?

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**Robert Pfaff:** Yes. Yes, that's correct.

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**Sandra Abbott:** Okay. Thank you.

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**Operator:** We go to our next question from Jay Harner.

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**Jay Harner:** Hi again. I just had a quick question. So, I did the initial WIPA training to get - to get the certification (early on) call to go to the main course, the course that's two hours a day or two hours and then twice a day. And I got a reply back stating that I wasn't approved because we won't supply enough counseling to (one) being on the course.

And I heard her say they want us to be at least 16 hours account ((inaudible)) course. Are there any — ever any exceptions for that if it's a smaller EN would like to be able to get that counseling, to get that certification?

---

**Robert Pfaff:** We can certainly find out. I'm not — I can't say off the top of my head. (Cara), did you want to say something?

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**(Cara):** Yes. And that is a general requirement. But if you want, you can send it to me, even your question, you know, and, you know, just tell me which EN you are and your (joint) number would be helpful. Can I just ask you, how many Tickets, if you know off the top of your head, you have assigned right now?

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**Jay Harner:** Right now, I have 28.

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**(Cara):** Okay. So, yes, I'll just write that in and also say, like in your guesstimate, how many hours a week do you think you would be doing benefits counseling? And just for a background knowledge, it's — you know, when we were doing in-person prior to COVID and it was tight fitting people in, yes, we wanted to make sure we save that space, you know, for people who were — you know, we were getting the most bang for our buck, you know, for lack of a better word.

So, now, it's all virtual. And we can definitely reach out some more people. So, it's not like we're going to make a general exception, but we can definitely make some exception.

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**Jay Harner:** Okay. Thank you. I thought I would just ask.

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**(Cara):** Yes. If you just send it to EN service and ask them to send it to (Cara), I will get it.

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**Jay Harner:** Okay. Thank you, (Cara).

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**Operator:** It appears there are no further questions at this time.

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**Adelle Barr:** Okay. Thanks for checking for us. There's a question about a WIPA firewall and how that applies to WIPA doing benefit counseling with our clients. Anyone have any information about a WIPA firewall?

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**Cara:** This is (Cara). I'm not sure I understand the question.

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**Adelle Barr:** Okay.

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**(Cara):** So, I mean, there is - the requirement is that if you are a — and we have several of them, if you are in WIPA and in EN under the same organizational umbrella, there must be a firewall between the two organizations. So, you could have the same which is a signatory authority if they're not a hands-on type of person, (you know, in those). But for the people who are actually doing the services cannot be the same people for the WIPA and the EN under that organization. And that's a WIPA rule more so than the EN rule, so.

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**Adelle Barr:** Yes. Okay. Thanks, I thought we had discussed that previously. Okay, well we are at — approaching (somewhat) to a half-hour. Hey, Rob, do you have closing comments?

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**Robert Pfaff:** Adelle, did you just say to me?

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**Adelle Barr:** Apologies there. Rob, do you have any closing comments for us today? I was just going through the questions to make sure that we covered as much as we could.

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**Robert Pfaff:** Okay. So, thank you all for your participation. As was stated earlier in the call, we encourage you to consider participating, having someone from your organization participate in the VCU training to become a certified in benefits counseling. We're trying to expand the number of organizations that are available to provide these services with the understanding that the expectation is that, once you're trained and certified, that you will be, you know, providing those services to disabled beneficiaries.

The second part of that piece is, for the new request for application for the WIPA projects grants, you know, we encourage you to consider applying for those grants. They're five-year grants. We're looking for as many good organizations providing those services as possible.

So, we ask that you take a look at the announcement on the grants.gov page and consider whether your organization has qualifications and would be a good fit to provide those services. And that's all I have to say. So, thank you all. Adelle, would you like to announce the next date for the call?

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**Adelle Barr:** For sure. Our next call is May 18. And again, thanks to everyone for their participation and for all those speakers who helped us provide information today. Everyone, have a great rest of the day.

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**Operator:** (Technical difficulty) concludes today's call. Thank you for your participation. You may now disconnect.