**Transcript for Disability Employment Initiative WorkforceGPS and Employment Network community of practices Webinar**  
  
Please stand by for realtime captions. >> It looks like we are at the top of the hour and wherever it is you were joining us from across the country, welcome to the DEI community of practice our ticket and workforce employment network. My name is Miranda Kennedy and I'm joined by Kevin Nickerson on the NDI technical assistance team for the Disability Employment Initiative. Happy to be with you today. I serve as the director of training and Kevin is a Subject Matter Expert a ticket work force and technical assistance teams. For those of you who have been with us before welcome back. We will take a quick moment for those who might be new or would like a quick refresher. We will let you know what DEI work force and EN community of practices before we start the presentation and discussion today. Thank you for joining us and looking forward to a robust discussion. Our DEI work force and community of practice is here to support our DEI project staff who are operating workforce employment networks and have done that through the dynamic exchange of ideas, providing access to season Disability Resource Coordinators and other project staff from across the country that have achieved success operating the workforce employment networks. Our ambassadors are here. They are our DEI ticket ambassadors and here to share insights and best practices. The service speakers at our meetings which happen every other month. The kickoff discussions with the presentation on an aspect of work force the and operations in practices that apply to meaningful and sustainable employment outcomes for Ticket holders. We utilize the experience of the group and the goal is to support an increase open dialogue and the exchange of ideas around issues that you might be facing and strategies to help improve your workforce EN and the services they provide in the job centers.  
  
With that, who are our DEI ticket ambassadors? We have 10 individuals in this role across the country available to support all of you. Our ambassadors include Disability Resource Coordinators as well as other DEI project staff at the state or local level. This includes in some cases state-level EN administrators so we have a nice range of folks with different experiences that they bring to the table. Our DEI ticket ambassadors happen operating workforce EN's across the country and have proven experience and assisted SSA beneficiaries in achieving successful employment outcomes and tackled a lot of the complex tasks of EN administration. Now I will handed over to Kevin to share how our ticket ambassadors can help you and to introduce our two DEI ticket ambassadors and the presentation for today. Over to you Kevin.  
  
Thanks Miranda and thanks for joining us today and Miranda did a great job laying out why we're here and what the purpose of the calls are about. What can these ambassadors do for you? They will be on these calls bimonthly for 2017 a we will have different topics we will present to you every other month. You will get from these topics and presenters a lot of great information. Please join the calls. Next we would challenge you, this is my challenge before the next call, that you contact one of the ambassadors by accessing a list and if you look in chat now I will put in a link that will take you to where you can get to these folks and find each of them.

That is also provided on one of the final slides today. You will have that.  
  
It's all over the place because we want you to connect with these folks and my challenge is to reach out to these folks, obviously someone you might not have spoken to in the past to glean information to what they are up to with their workforce EN. The listing also identifies each of their areas of expertise and where they serve and the demographics of the area they serve. If you're in a small rural area you might want to speak to an ambassador that also serves in a small rural area that faces the challenges you face. Those of the two things I have to do is join us and reach out to the ambassadors and find out about how they are doing business.  
  
Today's topic is on improving Ticket holder outcomes through workforce EN and AJC service delivery. Our two presenters will talk about the services they offer and the timing of the services and why it's so important. That is today's topic and I would like to introduce you to these folks.  
  
First we have Lauren Parker who has been with the SkillSource Group since 2010. She was brought on board as a part-time consultant to implement the Ticket to Work Program. She quickly developed it into a top-performing workforce EN in Virginia. With its success role transitioned into a permanent full-time position. In 2011 SkillSource was identified as a control site under the DEI. Ticket achievements include establishing in-house expertise on SSA work incentives and developing systems to integrate Ticket to Work within the six SkillSource centers across Northern Virginia. Since its inception the program is fielded over 1400 inquiries from Social Security beneficiaries and help place 125 Ticket holders into jobs. As a result of these efforts SkillSource has achieved a significant milestone last year of earning over $500,000 in ticket revenue since its inception. That's very impressive. Next I want to introduce you to Randy Cook. Ia served as ADRC for Broome Tioga Workforce in New York since 2011 under a DEI project which I worked with him closely. Previously he worked in various supervisory positions within the workforce system. He earned his community work and center coordinator status to the Virginia Commonwealth University process in 2012 and also established the EN therefore Broome Tioga. Later Randy joined the statewide EN in New York called the New York employment service system in 2014. He is used his 20+ years and managing employment, training and customer service issues to provide direct services and job search and management -- benefit advisement. Integrating one-stop shopping for individuals with disabilities and building bridges for agencies serving people with disabilities. He is more than 300 tickets assigned currently with annual revenue in calendar year 2015 and 2060 eclipsing $100,000 in each of those years. Extremely impressive. I will hand off the presentation to get started with Randy.  
  
Who are we attempting to serve in this project and why do we exist? Some persons are new to their disability while others have had a disability for a long time. Some persons are due to the employment system. Others have had mixed results in dealing with either government run nonprofit agencies and/or private agencies. Obviously if they were totally successful or totally satisfied with their current employment they would probably not be in front of you. Still others may come from a mindset or background where they had been taught to retain their benefits and have really no knowledge of the work incentives at all. It's a mixed group of people . Some persons have been discouraged about their own attempts, while others have been disappointed by their involvement with other agencies . As with any job seeker, possibly discouraged by the length of time it takes to either get assistance or to get back to be employment. How can we get persons convinced that one, working for wages is possible, working is a good addition to their lives and also that we can be effected? That leads us to our first polling question. We are wondering from the group has a delay or gap in services ever cost your workforce EN a ticket assignment? The choices are yes, no or I don't know. We usually give a minute or two for this polling question.

We have a lot of folks typing and this is great. Take a second to complete this poll. It's on the right-hand side. We also have the polling question on the slide but if you look on the right , that is where you complete that. So far we have five people saying yes and three people saying no and three people saying I don't know. The yeses are going up. Eight yeses. We still have a couple of folks in progress putting their answers and. It looks like nine people are saying yes, three say no N3 say I don't know and a number of folks who have not answered. Let's close out that polling question and we can move forward with the slides. Thank you everyone for taking a second to answer that polling question.  
  
I am also a definite yes to that last polling question but that's what we are here today to talk about. The strategy of using your service delivery model as a method for improving your outcome, the overarching theme you will see throughout our presentation is flexibility. You want to be flexible in your processes and flexible the way you approach your customers. Starting out with the first bullet, timing of services. How long does it take a beneficiary to go to the initial inquiry to intake or how quickly can someone meet with you? What paperwork or steps do they have to complete? Is it a lot or not enough or enough to help understand the beneficiary? Wells do they need to meet with? This is something we see change over time and it goes back to being flexible with your processes. Will be first started serving beneficiaries, we were requiring everyone to provide the same documentation they needed for enrollment but we found a lot of customers were not eligible for WIOA and we were requiring paperwork we didn't need. Recognizing when you need to change a process and having the flexibility to do so is important . And that goes into case management and case management is at the door. For our success, taking tickets directly independent of enrollment into WIOA is important for our success and we find that because in our area that SSDI check puts beneficiaries over income for training dollars but by having the ability for customer to walk in the door and received the case management group ticket is an improvement on the previous model we have through the disability navigator initiative. During that period back to Ticket holder could walk in and receive some assistance as a core service and I know I'm speaking pretty WIOA language . But they didn't have a case open and solely on referral. To ticket we provide an enhanced service to the beneficiary walking through the door by keeping an assignment open to all. They had access to case management without having to be enrolled into WIOA. If we dig deeper and look at who can assign the ticket again keeping it open to everyone was important and it's not just because of the DEI benefit but because in our area there are not a lot of other options for folks who don't want to go through VR. Some other local EN's are also vendors of VR and only assigned ticket to come through VR referral so they are not taking tickets off the street . We have found that most of our ticket customers have learned abound the AJCs by calling us for our services and we have ended up introducing them to the public workforce system where most of Randy's referrals are from partner agencies looking for benefits advisements or job Wiseman assistance. He gets a lot of walk-ins and other referrals from in-house staff. The point is understanding your local ticket environment and knowing what other choices your ticket customers have or don't have that is important. You notice depending on the model and location looks different as it does for Randy and I. The second goal is go to the beneficiary and it's exactly that. If you are able to go to the beneficiary you are able to eliminate transportation barriers. And about where you meet. Are you flexible in where and when? If they don't have a car and there isn't a paratransit stop and have to take three buses, we have met clients at neighboring AJCs and they are not workforce EN's because our ticket service areas goes beyond the local workforce area. We have met clients at libraries, community centers, coffee shops, and if they are working can you meet with them at their lunch break? I met with the client who had a job with the federal government in the cafeteria at a building downtime. I am met with client at target during their break. I know Randy is met with customers in coffeeshop -- in coffee shops and libraries as well. Work at your beneficiaries pace. That's as much the point as the last one. As Randy puts it, it's what can we do today to get you started in your job search? You want to harness the momentum of the first meeting and keep it going for the job-search period in front of them. I like to assign tasks to the beneficiary in the first meeting and ideally each time you meet or speak on the phone the goal is to keep them engaged so it should be tailored to their pace. Nothing too much to lose them but enough to keep them accountable for their own success. In the last bullet is ticket triaged. What does the job seeker need right away? Can you tailor services to the individual's needs? We do this but it's thinking about what your menu of services looks like in identifying what can be delivered in the first or second meeting. Examples might include a way to change language and talking about employment or emphasizing abilities as opposed to barriers. Is it a resume or computer skills or instructions on finding work or references? Are they starting a job and need to know how to report earnings? Basically what does the menu of services look like in the first and second meeting? Randy will break it down and talk about potential services in the next two slides but first we have another polling question.  
  
How is your workforce EN accessing benefits advisements for Ticket holders? Your options are our DRC is also a certified benefits planner, we partner with local WIPA, other and if you choose other put that in chat, and we're still trying to figure that out. Again the question is how is your workforce EN accessing benefits advisements for Ticket holders?  
  
You have a lot of folks in progress which is great. We have a decent number who are certified benefits planner's. Next up would be partnering with local WIPA and we have a couple others and even one we are still trying to figure that out who might be one of our new projects. Currently we have nine folks coming in with DRC is also a certified benefits planner. Five coming in with partnering with the local WIPA two with other and a couple trying to figure it out. Those folks who are saying other, let us know what the other is put that in the chat. I will close out the polling question.

Lauren it's back to you.  
  
I will hop in. What type of services can be provided to the customer? Obviously been is met -- obviously benefits advisements and this is something, how many places can your customer goal for benefits advisements? There's only a limited amounts of benefits advisements that I am aware of at the Social Security office. Once you are benefit certified and you have your training, this is something you can hang your hat on to provide services. The customer might be thinking that wages would cause more problems than solutions. That might be something they are getting from their friends and colleagues. Certainly in job search, you might run into an experience job seeker in your population but more often than not there are people who really don't know a lot about job-search. Getting them on the right path is key. Conversely is the customer making fatal mistakes in looking for work next --? Are they telling you all the detail about their disability much like they are telling the employer's? Telling you the information is probably a good thing to give you detail but telling an employer most likely can be really self-defeating. Can the customer access other partners in your community for vital services such as training and job coaching? So partnering is so important. We will turn over to benefits advisements for a bit. >> Counseling a Social Security disability recipient is so different than counseling and SSI recipient and then certainly when someone is receiving both that adds to the detail. How much -- find out how much they know about what happens when they have either gone back to work or what happens when they would go back to work about their benefit and then fill in the blanks for them. The most important thing to tell a beneficiary is to report their earnings. This is so important. In my training they said if we went out and did nothing else but it -- but convince everyone else to report their earnings we would be providing a valuable public service. Also as you get more experienced in forward-looking statements, persons who were on shore of their benefits -- who are not sure about their benefits you can get clues when they described the benefit by the amount and certainly when they receive it. Just in the first meeting, if you need to hedge your advice, hold back a little. If there are some unknowns than that something you have to do. You want to get a report from Social Security to be on solid ground with your advisement.  
  
Let's talk about job-search. What kind of things can happen right away? Providing someone with a basic resume from the information already in the computer or your own data input from your interview with the customer. That them thinking about what the resume should look like and are there any additions? To say here is something that if you had to give a resume to an employer you have something. This is so valuable and I am holding resumes for a lot of people who return to me for updating their resume. This is a valuable service to them. This can really demonstrate immediate value of your services. This of course really helps develop strong relationships with customers who know your value. I have some other things listed that are vital in job search such as the online applications, giving someone a list of websites that would be helpful, just the basic discussion about networking for employment, and for people who have had these gaps of employment it seems that references can be so elusive . Giving them an idea of who to speak to or who to ask for references is so important. That really helps their networking.  
  
This discussion on disability disclosure is so important in providing services. Another thing is you might be the first person they have ever run into that is providing them with counseling on their options to disclose a disability and the ADA law and what exactly reasonable accommodation means. You can be so valuable to customers and immediately start building a relationship based upon just that. This is so crucial for a person's job-search. This can help steer them to a path that will provide results and it leads us to our next polling question. How are you accessing other service providers to assist your Ticket holders? Are you using the model of the Integrated Resource Team's? Are you doing formal or informal referrals to other service providers? Are you doing both of those things? Have you not even got off the ground yet? We will give you a few minutes to compile this one.  
  
We have a lot of folks chiming in saying they are doing both. We have someone coming in saying referrals to other service providers. We have a few people still in progress filling this out. Thank you for taking a moment to do this everyone. It's helpful for us and these are anonymous answers. Just a couple more people still in progress so let's give them a second to finish. Out of those folks who have completed this, 16 of the folks on the line say both, one says referrals to other service providers and those are the two answers. I will go ahead and close that poll and thanks for taking a second to complete that.  
  
I will take us to the next slide on partnering and this is under the breakdown of how it works. As a last polling question indicates partnering is key. As you may have realized Randy and I have different EN models that are set up differently and that will impact the way in which you partner but it doesn't diminish the importance of partnering. Looking at the first bullet, what is your relationship with VR? I've checked for eligibility? It's more true for Randy because you cannot people dually enrolled to ticket and VR in the statewide system. In our area we have a partnership plus agreement with VR we talk with the beneficiary about their needs and what we can provide under ticket case management versus what we can provide at centers or obtained from VR and helping the beneficiary understand other options. There have also been instances for us with a Virginia VR agency not opening agencies. This is where we have been able to provide that immediate service and in the best case scenario that would be by the time the beneficiary the our case opens the are working and don't need the our , or the worst-case scenario is they are working on we close the case and that way they can receive services that we don't provide but is essential for success. Many times we're introducing beneficiaries to the public workforce system and when we asked the beneficiary if they are working with Greg Dean -- with VR sometimes they say they have no idea what VR is. That leads to the discussion about what their options are. The next bullet is other partner counselors. What other community services are available that would help your ticket customer achieve employment goals? Maybe it's English-language classes or a GED course or childcare or an area for us where we see a need is in job coaching. We started to look at community partnerships to provide that service. It's still a work in progress but it's through partnering we get our customers what they need to be successful. Also job-search workshops and short-term training programs. What services are available in your centers for ticket clients? To the need help registering for workshops or are they confuse with the enrollment process of WIOA? Helping them navigate workforce services is an important part of what we do and true regardless of what your workforce and one model looks like. And lastly what additional services are needed that can be accomplished in a second appointment? So going back to the list of needs and prioritizing with the client what is most pertinent in a meeting and make sure the second meeting is set before you part ways on day one. Partnering is about building a leveraging relationships. You can't grow your EN and improve outcomes without finding ways to partner and it looks like all of you are out -- all of you are aware of that based on the polling question. We were delivered in the wording and didn't want to use referrals. We used partnering it for a reason. One example of partnering is my first day on the job I had a client who came in and I was ready to meet with them and I reviewed his resume, I checked the gaps and disclosure and looked at the data and I was ready with it all. This first question was how will work impact his benefits and I had no idea. It was crucial I find the answer and get him information that would remove the first roadblock to work in that led to a partnership with a local organization. On day one I was reaching out to develop a partnership which all of you are doing as well. That's the main point. Instead of turning off a flyer and referring him to contact them, I worked out to the local WIPA agency and arrange the meeting for the three of us to get together. That was the foundation of a strong partnership with the local WIPA and led to further opportunities for our own training.  
  
The great thing about partnerships is good ones tend to be a win, win, win. It's good for you, the partnering agency and the customer. As ticket numbers grow so have our partnerships and so will yours.  
  
That takes us to our last slide, outcomes. This is the exciting part. This is what we're all trying to achieve. Outcomes for Ticket holders is a seamless access to employment supports and services. Think back to the VR and WIOA partnership or the WIPA partnership I spoke about and make sure everything is seamless to the customer. That gets back to the act of partnering versus referring. You build relationships to create a seamless sister for your customer. The next bullet is achieving quality employment outcomes and increase self-sufficiency. When you are able to provide the needed service immediately you will see an increase in numbers and reputation and job placement. Down the road you know it will lead to self-sufficiency through your outcome payments and your ticket holders exit benefit. That's an exciting time. The moment your first beneficiaries terminated from benefits due to work is probably the only time you can use the word terminated and be excited about it. Also there outcomes for the workforce EN as well. You see increased ticket assignments . That is because you build a reputation where people can come to get the hope they need and get it right away. Randy spoke earlier about building value in your services and I had mentioned VR having a list closed and a case not taking assignments or opening cases. It's about being able to open up your services and help beneficiaries get the help they need immediately. You will also remove barriers to assign tickets are no one drops off because they have to fill out a lengthy application or they have to wait weeks for an orientation or intake. You will see a steady revenue stream and the sustainability of DRC staff. You've seen it's possible through our two different workforces and both of us have achieved a steady revenue stream. Randy as Kevin mentioned earlier Randy has helped over 100,000 -- has raised over $100,000 and our area also saw $100,000 and in our first year we had over $200,000 so it's nice to have a steady flow which translates into more resources for your customers a more staffing to meet the demand. The last bullet is excellent reputation for service delivery and outcomes. You will be building that. We get customers to call us because they read our report card on a website and made a decision to sign with us because of the good report. You embodied the meaning of universal services by helping customers access different resources across your workforce system and you can help them get the services they need now. That concludes the presentation portion . With that we will be of this over into the discussion portion to get things started. We came up with a few questions.  
  
If you have any questions please chime in. We want to hear from you. The first question have you adapted or modified a process in order to make it easier for your customers to receive services?

It looks like we have someone on the line. I will take you off mute and if you will let us know where you are calling in from, which DEI project you are with and what your comments are about this?  
  
Hello. I am calling from Honolulu and I'm with [ Indiscernible ] . I was wanting to do exactly all of that which is pool resources. Where we are at all the EN's are not a true one-stop and do not provide all the resources that a client could possibly need except for the state agency, the VR. However they are not able to take on the entire load and that's not the point of it anyway to be all in one area. Aside from the state EN , the rest of the EN's can provide partial. We generally have funding for education and training but whenever we have someone who needs supplies or job coaching we have to hand them entirely over to the state VR because they're the only ones that have funding for that. We always lose tickets that way. Another thing is the rest of the EN's might have Easter Seals has funds for job coaching but nothing else. What I would like to do is tap into all those resources and let everyone use their funds and have them be able to be reimbursed. Nobody wants to cooperate in that way because it seems strict or am flexible and how the SSA reimburses for resources especially if it's lumped -- I'm not sure and trying to figure it out but my understanding is we cannot have, let's say we open up a ticket and provide resources to a beneficiary for milestone one and then the for them -- and then referred them to another EN for milestone two or whatever needs they have during milestone two and have them return to us to close it out as an outcome. Does that make sense?  
  
This is lower in. It does make sense. -- This is Lauren. That doesn't make sense. I know the frustration you are experiencing. We haven't shared a ticket yet but my understanding is you can share a ticket but will it really identify a percentage of the payments? I don't know if it's so much switching back and forth.  
  
There's a split payment form we can request.  
  
There is that and I believe in if someone else wants to chime in on the panel, I believe you can also set up where you share the ticket. Where it's not just a split payment. Does anyone know on the panel were has had experience with backpacks -- know on the panel who has had experience with that?'s -- >> This is Kevin and I can talk a little on this. Is this Tracy? I missed the name.  
  
No this is [ Indiscernible Name ] I'm the newbie.

We like newbies here too and the perfect place to land. Sounds like you want to get these agencies working together. Money is getting in the way. So really there are two ways that I can think of that allow for a formal arrangement and one is partnership plus that allows you to have a formal arrangement with the VR agencies . And also that ties nicely into what we talk about which is integrating resources for people. We heard the term Integrated Resource Team four years now and that Soweto have a formal arrangement and a practical arrangement bringing partners together. But you have other entities in the mix that wouldn't be affected by a partnership plus arrangement. Now you are talking about private entities and how they do business. The other formal arrangement we can have within the Ticket Program is a split payment. So you actually make an arrangement and I've done this with other agencies because they had expertise I didn't and I wanted a person to have access to expertise , so we develop that arrangement before we went to the Ticket Program manager. We said we will split it in this way. We agreed to it before he went to the table to the Ticket Program manager and he agreed to it and we split the payments. Those are formalized ways we have to do this. Outside of those arrangements you could also have other agreements locally and we have done that before too. You can have different arrangements with different agencies and you formalize it in an agreement. I think all these things come back to relationships. Both Lauren and Randy spoke of this and have been building these relationships for years and that's why they are expanding what they do. They have more partnerships of better relationships with people. Those partners understand what they are trying to accomplish affects what's best for the customer and that's framed around that. You can diffuse most of the money issues when you always frame it around the customer, at least from my experience and that's my 2 cents on this.  
  
What I'm hearing from you is that according to the SSA or possibly the TPM I am working with, the SSA would be willing to be flexible and payments as long as we have it well set out on who gets what.  
  
Absolutely. There are two different things. There's a partnership plus arrangement, an agreement with the state EN agency, but with the Easter Seals you could have a split payment agreement and arrange a split payment agreement by the Ticket holder that you are serving.  
  
Randy -- Kevin , I will chime in and this is you being proactive with the partnership versus waiting to receive a split payment form from Maximus on the ticket so you are developing the language around what the split payment will look like.  
  
Kevin, what did you say about an arrangement with the beneficiary or Ticket holder?  
  
There was a question that came in as a result I said and the question was taking it to the Ticket Program manager and that is Maximus that I am talking about. Just to be clear on that. So what you could do is have a discussion. Usually either one entity or the other has the ticket already assigned when these things come up. Then you want to approach the agency and say I need your service and you will save -- you will say we don't have the ticket assigned but I would be interested in sharing the revenue of the ticket with you and I would like to arrange the split that we can provide to Maximus. It is their decision how the sport payments unless you have two entities that are agreeing that sets how they want to do business and are fine with that.  
  
That's perfect. That's awesome. That clears all of that up. Now I can start building those relationships. >> Get the money out of the way and keep the customer in front of everyone and then everyone will be quiet.  
  
Exactly. [ Laughter ]  
  
I'm done. [ Laughter ]

Thank you very much. This is a great discussion and looks like we have another individual on the line who I will take up mute and that is Lisa. >>  
  
I asked the question about program manager being Maximus and you answered that.  
  
That's great. Thank you Lisa.  
  
Let's go ahead and see if we have any Q&A and I know Lauren, do you want to share the other discussion items and can we have folks chiming in on all of these?  
  
Yes please, any or all.  
  
Or any others as well.  
  
Absolutely.  
  
Can you provide -- what kind of services can you provide faster than other agencies? When I provided the example of a VR when there was a wait list we serve the customer immediately and then when their case opened with VR , if they needed the supports we would close it. If they didn't, that it was a great situation.  
  
Actually I like the reverse of this question. What service would you ever provide slower than the other agencies? If you truly have flexibility in meeting with customers and providing them a full range of services.  
  
It's a rhetorical question.

I can add to maybe not the reverse but something we found where we were able to bring that work incentive piece in-house. That was a huge thing for us to be able to do and it really enhanced our services for our clients. Our WIPA is great and we have a great relationship with them but they were overtaxed. We would prefer folks and it would take a while for them to get the information they needed. With the relationship through our VR and our WIPA we got the training through both Cornell and VCU to bring and in-house. That has been a huge bonus for our ticket clients.  
  
We have Wendy and she has raised her hand so I will take her line off mute. Did I take you off mute Wendy?  
  
I hope you can hear me.  
  
Can you let everyone know where you are calling me from and you've had a lot of different hats with this.  
  
I have and [ Indiscernible ] state of Alaska and statewide disability resource coordinator here and then I you touched on what I was going to touch on is the [ Indiscernible ] piece of it and we brought it in-house. We have two on staff right now. We are looking to expand it and train all of our DRCs hopefully. That something we are looking at in the future. That was an extremely important piece as well. We were relying on going outside our agency and we partnered with our WIPA and contracted with individuals doing it through VR. They are CRP is in the braiding world but we were contracting with them and paying them as well to do our benefits analysis. We found it was taking months because there's only a certain number of [ Indiscernible ] in Alaska so we found it was taking a very long time to get benefits analysis and the information they needed desperately. We brought that into our system as well. Unfortunately right now there are only two of us so it really taxes the two of us. We still have to go outside to WIPA or rely on contracting to get them done. We are backed up to ask do we do it and it takes a couple of months or do we contracted it takes them a couple of months so we have to weigh out our options. That something that is extremely -- it's a decision that needs to be made in your own agency but for us it was one that was very beneficial.  
  
Absolutely. It sounds like we're doing some similar things because we just trained three WIOA case managers through Cornell training and we have a meeting next week with them to kick off their role within our SkillSource center and we have six in our region. We're different in the fact that I work for the nonprofit which is the workforce EN on record but we have a one-stop operator so I'm not technically in the one stop but a roam around and meet with clients at the one stop. Being able to get three of the WIOA case managers trained is exciting for us. Even to develop that further, absolutely. We don't provide -- we do the basic work incentive and we can answer questions for clients and provide an overview. We don't do full benefit summaries in our analysis for everyone unless we feel like they needed. That frees up sometime. I can imagine and understand if that is part of your service delivery that you are doing for everyone that would take a lot of time to do so I can appreciate that.  
  
We do the same. We partner with some different entities including VR. We will give someone an overview depending what they need but we don't write benefits analysis unless they are a Ticket holder. It's clients we are working with and they need them so we analyze if they need them. It's the ones on the caseload. If there is someone not on the caseload, we don't feel they are a ticket person and we will refer them to WIPA or another service provider we use. The individual, Renee who is the other [ Indiscernible ] and myself will look at the benefits and give them an overview. We are not writing full on benefits analysis for everyone because it would take too much time and there are only two of us. We would be doing that all week. [ Laughter ]  
  
Absolutely. It sounds like the way you are prioritizing is the same way we do. We will act as an advisor to folks that are not in ticket or don't have their ticket assigned but a lot of times we were for them to let them know about WIPA or the one 800 hotline. We're taking the referring out of it now and building the capacity within the system so there are three WIOA case managers. So even though their ticket might not be assigned , and said it -- instead of us taking the time to do that they would work with staff who have that knowledge. It sounds like we're doing similar things.  
  
Absolutely. It's been very beneficial for us. I definitely see it as a positive and the way to move forward with Ticket holders and getting them the most appropriate information in order for them to move forward working and being sustainable.  
  
Absolutely.

Lauren, while I have you on the phone you said you've done both trainings with individuals with Cornell and VCU and I would love to talk to you about the benefits and challenges with both because we've only done VCU. If I could call you sometime and talk to you because were having a hard time getting into VCU when they changed the rules.  
  
That would be perfect. I would love to.  
  
I look forward to it.  
  
Thank you.  
  
And thank you Wendy for piping up . She is one of our ticket ambassadors and not just the project lead for Alaska. She was also ADRC with four so thank you for chiming in Wendy and I will take us to the next page so you can see the workforce EN community of practice landing page. Wendy you should have Lawrence contact information but if you don't you can click at the link on the bottom and that brings up the archives as well as the contact chart for all 10 of our DEI ticket ambassadors that Kevin referenced at the beginning. I will bring us back to the discussion items. I see Bambi and Lisa have their hands up and I don't know what they raised them again or they are tired and we would love to hear from them again if they have more to contribute or anyone else on the line. And Kevin , Randy, Lauren are you hearing from anyone privately in the chat or QN a?  
  
I don't see anyone now, Miranda. We might be at the end.  
  
We have a few minutes so feel free to contribute but all handed over to Kevin to CFU of thoughts as the discussion is moving forward so whatever and -- so whatever you would like to share and I will bring up the file transfer so you can download the files and you can also look at the Q&A, Kevin.  
  
First I will say thank you to Randy and Lauren. You don't realize unless you are one of our ambassadors that helped with the presentation that this is an hour call but there's a lot of prep work to get this pulled together and talk about the work they have done so we appreciate both of you. I want to make a distinction that you heard similar strategies that Lauren and Randy use but they are very different offices. You may be on the call thinking it won't work on my office and it won't always work exactly the way it's laid out for others in different offices and that's why we have a variety of ambassadors called upon to help with this from rural areas, small offices where you might be more engaged like Randy and a midsize office like Lauren and then very large offices where you have maybe 50 workforce staff and there's no way you do everything yourself because of the volume. Know that the models vary just like workforce areas do and that's why we encourage you to reach out to folks on the ambassador list. I know Wendy will talk to Lauren and that's fantastic . In my past one of the things that advanced efforts in our area was speaking to someone else. It's a name you might recognize , Marylin and someone I still work closely with today. I got great ideas from her and likewise she got from me and we shared our practice. It's not a competition. There is no competition and it's about helping folks get back to work and realizing their dreams that have been on hold in many cases for years. I don't sense that amongst us but I just want to put it out there to speak to other ambassadors because that's one of the biggest takeaways you can have from this. I wanted to put that out to Lauren and Randy. Thanks for your time and efforts to get this prepared today. I think our questions are done so I will turn back to Miranda who will talk about how to get the file transfer to your computer if you would like to have that now. Miranda?  
  
Thank you Kevin and Lauren and Randy and Bambi and Lisa and Wendy and everyone who piped up and engaged in the community of practice discussion. This was a good topic to be tackling at this point in the beginning of 2017. There is the file transfer on the computer in front of you. Click on that and download that and it will download directly to your computer. If it doesn't do that because you have a firewall, you have my contact here and Kevin's as well. We can send you a PowerPoint. The archives of today's discussion and materials will be on that landing page, the workforce EN community of practice landing page so check that out and that will be up next week. You can check out all of our previous workforce EN community of practice, the materials and handouts and some have takeaways and we have a landing page for the business engagement community of practice and all available to you. With that I will go ahead and say thank you to everyone joining us today and we look forward to being him with you again. We will not have a community of practice in March. There are a lot of other things going on which you have seen on the listserv but we will engage again in April. For now, take care and enjoy the rest of your day everyone.  
[ Event concluded ]