**Conference Call Name: All EN Call**   
**Date: June 5, 2014   
Time: 3 – 4 p.m.**

Number of Participants: 103

Speakers:

* Felix Stump, Deputy Project Director, Operations Support Manager (OSM)
* Katie Striebinger, Office of Research Demonstration and Employment Support (ORDES)
* Gary Rauch, Director, Office of Research Demonstration and Employment Support (ORDES)
* Desiree Fitzgerald, Deputy Director, Office of Ticket Operations and Provider Support (OTOPS)
* Sallie Rhodes, Ticket Program Specialist, Operations Support Manager (OSM)

**Minutes**

1. Opening Comments (Gary Rauch)
   * Gary briefly discussed a new Employment Network service branch model that would provide each EN with a designated contact representative from Social Security. He stated he was not prepared to release further details at this time, but promised they will be given on the next All EN Call.
   * Contact representatives from Social Security will be assigned to ENs by the end of the month.
2. Preparation for launch of the new EN Portal (Katie Striebinger)
   * The current Portal does not connect to any SSA system
   * All functionality in the new Portal will be in real-time
   * Features
     1. EN Management
     2. Uploading Ticket assignments directly and receiving up to the minute responses on whether a Ticket is assignable
     3. The marketing file will be available for download instead of in CD format
     4. A list of Tickets formally assigned to an EN can be generated
     5. Access to a list of payments and the ability to request payment via the Portal
   * There will be new security requirements imposed since the Portal is directly linked with SSA systems
3. Payment Reminders (Desiree Fitzgerald)
   * The incorrect payment notice should not be shared with beneficiaries
4. Recap of June 503 COP Call (Sallie Rhodes)
   * The June 4th Community of Practice call was highlighted
     + https://yourtickettowork.com/web/ttw/503-community-of-practice
   * Topics for July’s COP calls include *Effective Ways for EN's to Realize 503 Opportunities* and *EN Capacity Building Pt 2*
   * Three new resources have been posted to the yourtickettowork.com website
     + A users guide for locating federal contractors on usaspending.gov
     + Community of Practice self-identification questions and responses.
     + Tips on Discussing 503 with Federal Contractors
5. EN Profile and Customer Satisfaction Survey Update (Felix Stump)
   * The EN profiles have been updated on the Find Work Directory
   * The customer satisfaction survey conducted by BASS will close on June 24th
   * ENs will soon be able to insert a short paragraph/description next to their EN name on the Directory. The purpose is to help distinguish ENs from one another by providing additional information to beneficiaries on who they can select from
   * A formal announcement for ENs is coming regarding a change in the requirements to submit the certification of service statement.
6. Preview of July All EN Call (Felix Stump)
   * The call will feature a panel of representatives from a Workforce agency, a Vocational Rehabilitation and Employment Network to discuss the Partnership Plus process
   * The Ticket Training Tuesday for June 9th will feature a presentation called *Essential Tools for EN Success*

Please Note: Minutes posted for national conference calls do not include dialogue from the Question and Answer portion of the call. To access a transcript of the call and other supporting material, click here.

**Questions and Answers**

***Q:*** *When you were talking about the update of the certification of services, I didn't hear you say anything about the signature requirements?*

**A:** An announcement with clarification on signature requirements will be sent out soon. This topic can also be discussed offline or on the next call.

***Q:*** *My second question is on the state of section surveys, Felix you talked about them being out there, but you also talked about them still being sent. I am a little confused because it does show a satisfaction rating for 2013. So if it does show that on an individual EN's profile, does that mean that 2013 rating is final?*

**A:** No, nothing is final on the survey. Nobody should have a 2013 rating.  
  
***Q:*** *Do we know which states are going to be included in the DEI 5th round?*

**A:** That has not been issued yet.