**Conference Call Name: All EN Call**
**Date: August 10, 2014
Time: 3 – 4:00 p.m.**

Number of Participants: 96

Speakers:

* Mark Trapani, COR (SSA), Operations Support Manager (OSM)
* Felix Stump, Deputy Project Director, Operations Support Manager (OSM)
* Katie Striebinger, COR (SSA), TPDOCM
* Michelle Laisure, EN Development & Training Manager, Operations Support Manager (OSM)
* Donna De Julius, EN Development Lead, Operations Support Manager (OSM)
* Kate Kingree, Program Manager, ERI Plus

Special Presentation:

* Presentation by Kate Kingree. For questions about the presentation, contact Kate at 608-246-3444 or kingree@eri-wi.org

 **Minutes**

1. Portal Messaging (Katie Striebinger)
	* The upcoming Portal will directly connect to the SSA data system.
	* A new messaging feature will allow users to send secure text-only messages to OSM or SSA staff from the EN.
	* There are two ways to access messages:
		+ There is an option off the main menu that it will bring you directly to your inbox, where you can see all your read and unread messages, and from there you can compose a new message; and
		+ When you are in the Portal viewing an SSN for a Ticket Holder. Users can actually click an action off of the screen for the Ticket Holder you are working with and compose a message from there. This will start a chain of messages relating to that specific Ticket holder.
2. Effective Practice Webinar Series- ERI Plus, *Coaching Working Beneficiaries + Relationships with Social Security = Effective Practice in Overpayment Prevention and Assistance* (Kate Kingree)
	* The presentation by Kate Kingree covered Overpayment issues, included an Overpayment Presentation Fact Sheet, which is included in the minutes.
3. EN Payment Status Report Discontinuation (Michelle Laisure, OSM)
	* The EN Payment Status report emailed to you will be discontinued effective Friday, August 29th
		+ The report is available on the Portal for ENs to access. For instructions on how to use the ENPSR, view the “How to view the EN Payment Status Report (ENPSR)” resource sheet at https://yourtickettowork.com/documents/10404/568717/EN\_PaymentStatusReport\_6-24-14.pdf
	* Quarterly Beneficiary Earnings Report (QBER)
		+ This report can be used to submit hard copy payment requests
		+ Reminder: When submitting payment requests ENs should provide a print screen of the QBER report instead of just writing “QBER verification” on the payment request form.
4. Section 503 Webinars (Michelle Laisure, OSM)
	* On August 13th the Office of Federal Contract and Compliance Programs (OFCCP) is conducting a webinar on the impact of the Social Security’s Ticket to Work Program and the Vocational Rehabilitation agencies. This conference does require participants to pre-register.
	* On August 20th there will be a Community of Practice call: *The federal Government; A Model Employer of People with Disabilities.* The speaker is Michael Murray, Principal advisor to the U.S. Office of Personnel Management’s Government-wide disability policies and program.
5. ORDES Employment Network Service Branch / OSM Employment Network Development & Training Clarification (Mark Trapani, SSA)
	* OSM will continue to be the first contact for payment issues, assignability of tickets and training needs
	* ENSB Specialists will be the point of contact for the initial Blanket Purchase Agreement (BPA), suitability issues and all other actions or questions related to the BPA that may arise after the award of the contract
	* Additionally ENSB specialists will be the point of contact whenever an EN has not been able to obtain the desired information or timely assistance after following established procedures
	* The ENSB branch will also monitor EN activities in an effort to help SSA develop strategies that can help enhance performance

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 https://yourtickettowork.com/web/ttw/events-archive

**Questions and Answers**

**Q: (Effective Practices Presentation)** I had a question just to make sure I understand what you are saying about helping the beneficiary look at their pay stub. Are you saying the sick pay and vacation pay are not considered earnings, work earnings? Also, what about bonuses?

**A:** Yes, that is correct. In terms of bonuses, I have to look into that question.

**Q:** Can you please clarify once again what OSM will help with compared to the ENSB?

**A:** OSM will still be the first point of contact for payment issues, ticket assignability issues and for training delivery to the ENs.