## Introductions and Updates: Rob Pfaff, Social Security Administration (SSA)

Rob Pfaff welcomed everyone to the call, introduced new Ticket Program Manager (TPM) and SSA staff, and shared announcements:

* New TPM Project Director Felix Stump, replaces Sabra Gardner. Felix previously worked on the Ticket to Work program with MAXIMUS from 2004 - 2014 in a variety of roles including Deputy Project Director. He left to become Project Director of a Department of Education project, and has recently returned as TPM Project Director.
* SSA has hired Melanie Porter as a Senior Advisor. Ms. Porter comes from Booz Allen Hamilton where she was Project Director for the Ticket Program Beneficiary Access and Support Services (BASS) contract focusing on beneficiary outreach and Ticket Program access support. Melanie will provide guidance and feedback to MAXIMUS and the TPM contract.
* Hyacinth Hinojosa,Assistant Regional Commissioner in the San Francisco Regional Office is the new Operations Lead Executive for Employment Supports. He was a Social Security field office employee for more than 20 years and now works in the San Francisco regional office supporting the 6,000 SSA employees in the region. Hy will help engage field staff and shape expectations. His executive champion focus is on enhancing field office: communication, consistency of messaging, strengthened focus on return to work programs, and identifying and addressing wage reporting issues to reduce over payments.
* Rob Pfaff announced that SSA will host a Ticket to Work Operations meeting to take place in Denver on Tuesday, September 13, 2016. This is currently under development. Invitations will be sent to Employment Networks (ENs), Work Incentives Planning and Assistance (WIPA) projects, and Protection and Advocacy for Beneficiaries of Social Security (PABSS) programs. More information is forthcoming.
* There is now a presence for the Ticket to Work on the SSA home page. Go to the SSA.gov public webpage and scroll down to find the Ticket to Work logo in the right hand corner. Click on it to go to the Choosework website. A new Ticket to Work communication piece will be available as the seventh piece in SSA’s “Faces and Facts of Disability” series. The focus is on work and the Ticket to Work web site and call center. The document will be online in the future.

## Virtual Job Fair Update: Karen Davidson, TPM

* The Virtual Job Fair will take place August 24, from 11 a.m. to 5 p.m. ET. More than 400 beneficiaries and 122 service providers are registered to participate. There are 28 participating employers confirmed. A list of the employers and links to their job sites are on the Virtual Job Fair (VJF) webpage. ENs are encouraged to assist beneficiaries in researching the companies and their jobs in advance of the VJF. The VJF platform will open at 10:00 a.m. ET for beneficiaries to set up profiles and load their resumes.

Information: <https://www.chooseworkttw.net/find-a-job/virtual-job-fairs/index.html>

## Blackboard Learning Management System (LMS): Adelle Barr, TPM

* Blackboard collaborate (web conferencing) will begin in September and Blackboard Learn will be implemented later this year. Each EN should submit a training coordinator for the new LMS by August 29. The EN coordinator will receive the EN’s account link and be responsible for sharing training announcements and materials.

## Ticket Assignments: Katie Striebinger, SSA

* There is an issue with Ticket Assignment within the Ticket Portal. There are some incorrect EN assignment of Tickets for beneficiaries not in current pay status. ENs submitting payment requests on these Ticket assignees will be denied payment. SSA is working to correct the issue.

## Site visits, Proof of Concept (POC) Status Updates: Wage Reporting, Benefits Planning Query (BPQY), and Marketing: Mark Green, SSA

* SSA is in the middle of site visits. There are three types of visits this year. There are quality assurance audit visits for ENs using the EN service model in which ENs are employing beneficiaries for whom they have assigned Tickets, Other ENs and WIPA programs. Thirty-five visits are occurring around the country.
* BPQY Proof of Concept (POC): This POC is going well. SSA has satisfied over 15,000 requests so far in under 5 working days. If more dedicated staff can be added to this effort, more ENs will be invited to participate in the BPQY POC.
* Marketing Proof of Concept: Since April 20 ENs have been invited to participate. ENs specify the type of beneficiaries they want to contact. SSA prepares a customized beneficiary contact file and sends it securely to the EN. The EN uses it for their outreach and marketing efforts. Six to seven ENs have received beneficiary files to date. Each takes about a week to prepare. SSA is looking for feedback from the ENs regarding the results of their marketing efforts with the information provided.
* Wage Reporting Proof of Concept is forthcoming to minimize improper earnings reporting. TPM will directly input verified earnings from ENs into SSA e-Works, which will generate a work report. This approach will help control overpayments and pay ENs more quickly.

## Social Security’s upcoming mailing to youth transitioning to adulthood: Mark Green, SSA

* As part of SSA’s initiative to help transitioning youth receiving SSA benefits, SSA expanded the population that WIPAs can help to include SSI beneficiaries as young as age 14. SSA is mailing to youth in transition a booklet about what you need to know about SSI. The booklet includes information for youth on SSI ages 14-17 regarding services they can receive now and after they pass the age 18 redetermination.

## Timely Progress Review (TPR) Presentation: Elissa Ness, SSA

Social Security TPR resource expert Alissa Ness provided a PowerPoint presentation on the basics of Timely Progress Reviews. Key information included:

* TPR fundamentals
* How the Ticket to Work Program impacts Continuing Disability Reviews
* TPR requirements
* A description of the TPR process, including TPR appeals and re-entries
* A description of service provider responsibilities in the TPR process
* The TPR implementation schedule
* TPR resources available to service providers

Additional information on TPR is available by contacting [TPRhelpdesk@yourtickettowork.com](mailto:TPRhelpdesk@yourtickettowork.com)

The full transcript and audio from the Quarterly All EN Call are available at <https://yourtickettowork.com/web/ttw/events-archive>.

The next Quarterly All EN Call will be held **Thursday, November 17, at 3 p.m. ET**.