

SSA Updates

- Ticket Program Manager (TPM) – It was announced that MAXIMUS was awarded a 5-year contract to become the new TPM. Over the past five years there have been two program managers - BASS for beneficiary outreach/marketing and OSM for Ticket operations/EN support. The TPM contract consolidates the work into a single effort.
- Regina Bowden explained the VR Help Desk Staff and Roles: Katie Striebinger - General Portal issues; Latoya Robertson - Contact information and website updates; Shada Roper - VR Payments; Raquel Donaldson - VR Payments; Email address is vr.helpdesk@SSA.gov.

Cost Reimbursement Updates

- Danielle Armstrong gave the update that the fiscal year ended with 418 pending Cost Reimbursement claims, which is a big improvement considering cases were six months behind at one point. We have paid out over \$187 million with over 18,000 claims processed. Many cases are processing the same day they are received and most should be processed within a week or two. Raquel Donaldson is the person monitoring the pending claim list to ensure cases are processed timely.

Virtual Job Fair Update

- The first Virtual Job Fair will be held over 2 days, for a total of 8 hours, from 1 - 5 pm ET Nov 18 and 9 am - 1 pm ET Nov 19. BASS is recruiting federal contractors and will share detail on employers/jobs soon. BASS is working with ENs and VRs to recruit candidates with assigned Tickets who will be required to sign a consent form. For more information a call will be held Thurs, Oct 8 at 3 p.m. Email any questions to vjs@choosework.net.

Ticket Portal Training

A special invitation went to VR Ticket Coordinators and IT staff to attend this presentation offered by Katie Striebinger – Lead System Analyst, SSA. There is handout available at yourtickettowork.com for you to follow/use during the call.

Katie Striebinger presented the information and stressed that she is the resource for Portal concerns and problems and if users are experiencing problems or errors they should contact her through the vrhelpdesk@SSA.gov. Send an email with “Attn Katie” on the subject line and it will go directly to her. Encrypt any files containing PII.

During the presentation several technical processes were reviewed and helpful hints were provided on how to distinguish and select the correct entries for SVRA ticket assignments and unassignments; conduct and complete submissions of Batch File(s); and analyze and evaluate the Analysis Report.

Ticket assignment issues – users may receive an error. This will be fixed in the Nov 7 release and these assignments may have to be on hold until then.



All VR Call Recap Call Date: October 6, 2015

TPR – Portal is current on TPR status, however selections are not being done at this time. Updates and training will be provided before selections begin.

The full transcript and audio from the VR Call are available at
<https://yourtickettowork.com/web/tw/events-archive>.

The next All VR Call will be held **Tuesday, November 10, at 3 pm ET.**