



TICKET to Work

Quarterly All VR Call

There will be audio silence until the call starts at 1 p.m. ET

Date: October 10, 2023



Housekeeping Reminders

- Feel free to ask questions in the MS Teams chat.
- During the Q & A Session:
 - If joining via phone and you wish to ask a question, raise your hand utilizing *5 and you will be unmuted by the Facilitator; then press *6 to unmute yourself.
 - If joining on the MS Teams app, click the raise hand icon, and you will be unmuted by the facilitator to allow you to then, unmute your microphone.
- Please ask one question each time you are called upon by the Facilitator.
 - Additional questions or comments can be sent to: VR.Helpdesk@ssa.gov
 - Those questions not answered during the live event will be forwarded to the appropriate panelists for comment.
- Closed Captioning is available for participants who join using the MS Teams Application or utilizing the separate Closed Captions link provided.
 - To turn on Closed Captions in Teams, go to the three ellipses at the top of the MS Teams window and click on “More Actions”. Next, scroll down the list to “Turn on live captions.”
 - When using the link option, paste the link in the browser and it will open in a separate window to view Closed Captions.

Thank you in advance for your participation!

Agenda

- Housekeeping Reminders – **Keitra Hill**
- Welcome – **Kimberly Cutler**
- VRCER Reminders, Cost Containment Policies, Remarks Tab – **Raquel Donaldson**
- Question and Answer Session

Welcome

Kimberly Cutler

Manager, Ticket Operations Department

Ticket Program Manager

VR CER Reminders, Cost Containment Policies, Remarks Tab

Raquel Donaldson

Senior Program Analyst, Vocational Rehabilitation Team

Social Security Administration, ORDPOES

Questions

Asking Questions

Over the Phone:

- Raise your hand by dialing *5 and you will be unmuted by the Facilitator
 - Then press *6 to unmute yourself

MS Teams:

- Enter your question into the chat, or
- Raise your hand and your mic will be unmuted by the Facilitator, then you will unmute yourself.

Please state your name, VR name and ask your question.

Next All VR Call Date

- The next All VR Call date will be **Tuesday, January 9, 2024**, from 1-2 p.m. ET via Teams.
- All documentation from the All VR Call: Transcript, PowerPoint Presentation, Recap and Audio will be posted to the [Your Ticket to Work](#) website in the next few weeks and can be found on the [Events Archives](#) section of the website.

Thank you for your participation!