**Welcome**

Felix Stump, Deputy Project Director of the Operations Support Manager (OSM), welcomed participants and reviewed the agenda for the call. Mr. Stump then turned the call over to Gary Rauch, Director for the Office of Beneficiary Outreach and Employment Support.

**Changes to ENCT**

Gary Rauch stated there has been some re-organization occurring at SSA. One of items being worked on is a new model for what used to be called the ENCT, Employment Network Contract Team. Moving Forward, SSA will adopt more of a service model where there is going to be a service representative assigned to each of the ENs. The goal here is to provide better service for the ENs serving beneficiaries. Gary indicated they will be conducting some pilots and contacting select ENs in the near future.

**Workforce Recruitment Program- Youth Internship Program**

Felix Stump then proceeded to the next agenda topic, which included an explanation of a Youth Mentorship Program. This is an opportunity for ticket eligible participating undergraduate and graduate students with disabilities who are looking either for temporary jobs, summer jobs, or for permanent employment in either the Federal or private sector. There is an application process with an interview, in which those interested must complete. Employment Networks with eligible clients should direct them to WRP.Jobs for more information.

**Section 503 Updates**

The call was then turned over to Charlene Dwyer, Director of Initiatives, Operations Support Manager, OSM. She commenced her segment on 503 updates by thanking Susan Webb, of ABIL Employment Services in Arizona, for acting as the EN peer facilitator for the April Community of Practice Forum on “Self-Identification”. There were over 100 phone lines on the call, and it was a very interactive conversation with good peer-to-peer discussion. Participants posed and discussed six questions related to self-identification. Charlene stated that there was not enough time to address all the chat questions on the call, so Susan and OSM staff have been researching the OFCCP website to find responses to any remaining chat questions. Currently, a 16 item “Self-Identification” Question and Response and a “Tips sheet for Approaching Federal Contractors” are being developed and will be posted to the yourtickettowork.com website when they are completed. Charlene encouraged the audience to attend the second Community of Practice Call on Wednesday, May 7th at 3:00 p.m. EST facilitated by Pam Walker, CEO of Alliance Professional Services Employment Network. In addition, OSM is looking for additional Section 503 CoP topics and EN peer facilitators for future topics. Anyone with topic ideas or is interested in being a facilitator should send Charlene an email at [charlenedwyer@maximus.com](mailto:charlenedwyer@maximus.com).

Charlene then moved on to the next Section 503 update on the DOL Office of Federal Contract Compliance Programs (OFCCP) – Disability and Veterans Community Resource Directory. SSA has sent completed profiles for 124 qualified workforce and non-profit Employment Networks to the OFCCP for Federal Contractor Resource Directory inclusion. OFCCP leadership informed OSM that they will be entering the EN profiles into their Disability and Veterans Community Resources Directory, which is specifically of groups and organizations recognized as recruiting resources for veterans and individuals with disabilities. Any non-profit or workforce ENs that completed an Employer Resource Referral Directory profile in the last 9 months, and have found that their EN is not displaying or not displaying correctly on the DVCRD, please notify OSM at [ENOperations@yourtickettowork.com](mailto:ENOperations@yourtickettowork.com).

Lastly, Charlene informed the audience they can look forward to short Effective Practice presentations on a variety of topics delivered by EN peers as part of future All EN call agendas. Four Effective Practice topics will be delivered during the July through October All EN calls, and an additional topic will be presented to the SVRA community on the June All VR call.

**EN Portal**

Desiree Fitzgerald of ORDES announced that SSA will remove the secure provider Portal at the end of the year and replace it with a new Portal, which will connect with Social Security’s in-house system. This new Portal will input real-time information into the SSA system when an EN processes a ticket assignment. A handful of ENs will be chosen to participate in a Pilot for this Portal starting in August. In terms of security, access by anyone other than the person authorized and authenticated to use the Portal is going to be strictly prohibited. Once the new Portal is implemented, the IVR will no longer be available. Also, the Beneficiary CDs will start to come through this Portal.

Desiree then turned the call over to Felix, who provided a quick update on the current provider Portal. He stated individuals without security clearances were accessing the Portal through the person at their organization who did have suitability. Each person will now have their own credentials and have to go complete suitability to be granted access.

**Questions and Answers**

**Q:** *The question I have relates to the time delay on the QBER so that we may determine whether beneficiaries have reached milestones in earnings and it is currently delayed by different amounts depending when you log into the portal. With the future portal, will you put any focus on having these earnings updated as soon as possible?*

**A:** The QBER will continue to have the lag time associated with it.

**Q:** *So if I have completed the suitability clearance, that will be applicable to the new portal and I won't have to go through the clearance again, right?*

**A:** Correct, if you currently have suitability clearance then you will not have to go through it again. However, there is a new process you must go through in order to obtain a username and password for the Portal.