**Conference Call Name: All EN Call**   
**Date: September 11, 2014   
Time: 3 – 4:00 p.m.**

Number of Participants: 137

Speakers:

* Mark Trapani, COR (SSA), Operations Support Manager (OSM)
* Michelle Laisure, EN Development & Training Manager, Operations Support Manager (OSM)
* Donna De Julius, EN Development Lead, Operations Support Manager (OSM)
* Desiree Fitzgerald, Deputy Director, Office of Ticket Operations and Provider Support (OTOPS)
* Sallie Rhodes, Ticket Program Specialist, Operations Support Manager (OSM)
* Jennifer Radick, Ticket Program Coordinator, Goodwill Keystone Area
* Elaine Trinkl, Ticket to Work Administrative Assistant, Goodwill Keystone Area
* Robert Pfaff, Deputy Associate Commissioner, ORDES

Special Presentation:

* Presentation by Jennifer Radick and Elaine Trinkl of Goodwill Keystone Area. For questions about the presentation, contact either Jennifer at [jradick@yourgoodwill.org](mailto:jradick@yourgoodwill.org) or Elaine at [etrinkl@yourgoodwill.org](mailto:etrinkl@yourgoodwill.org).

**Minutes**

1. Effective Practice Webinar Series- Goodwill Keystone Area, *Stubs, Stats and Starts* (Jennifer Radick, Elaine Trinkl)
   * The presentation focused on the collection and verification of pay and paystubs (Stubs), maintaining the most current employment and employer information for each working beneficiary (Stats) and maintaining the most current placement and retention records (Starts). Proactive identification of potential Partnership Plus candidates was another objective covered by the speakers
2. Mailing Paper Tickets (Laura York)
   * The resumption of the paper tickets will begin April 1st and there will about 60,000 tickets sent out annually. Only a selected population will receive these Paper Tickets
3. ENSB Update (Cara Caplan, Martin Mettee, Robert Pfaff)
   * Baseline calls to ENs have commenced and roughly, one-third of ENs have been contacted thus far. If you have not received a call yet, and have an urgent issue that needs to be addressed, you can contact the [ENService@ssa.gov](mailto:ENService@ssa.gov) mailbox and your message will be routed to the appropriate SSA EN Specialist
   * Over the last month, SSA has received three proposals involving ENs in which the person who is actually proposing a new BPA is already an employee of an EN. Under Part 3, Section 1z of the RFQ, it states individuals are precluded from being awarded agreements while simultaneously employed by State VR agencies, Work Investment Act organizations or other Employment Networks
   * The Beneficiary Outreach and Supports for Success (BOSS) workgroup is resuming
   * ENSB and MAXIMUS roles
     + ENs should contact the MAXIMUS Payment help desk for payment related questions. For MAXIMUS portal related questions, ENs should go to the portal help desk. Ticket assignability questions should be addressed to MAXIMUS as well
     + For everything else, ENs should contact their ENSB specialist
   * The Escalation of Protocol resource document is back up on the Ticket to Work website
4. New Ticket Portal (Desiree Fitzgerald)
   * SSA is around 90 days away from having the Ticket Portal completely built and ready for use
   * The three main requirements for accessing the Portal are obtaining a “My Social Security” account at mysocialsecurity.gov; having security clearance, and having the proper secure browsers
     + Detailed instructions will be provided in a separate attachment.
   * A text-enabled phone is also required since individuals will be receiving a new security code for each Portal session
   * A select number of ENs will be participating in Phase I of the Portal Pilot
     + The functionality for the first phase is strictly query
     + Additional ENs will be brought in to participate in the November Pilot
5. OFFCP Webinar from 8/13 Quick Recap (Sallie Rhodes)
   * The August 13th webinar featured experts from the Office of Federal Compliance Programs (OFFCP) presenting on changes to section 503
     + Participants were encouraged to apply to the ERRD (Employment Resource Referral Directory)
     + The audio and transcript from the webinar are available at [www.dol.gov/ofccp](http://www.dol.gov/ofccp)
   * The webinar on August 20th featured Michael Murray from the Office of Personnel Management. He presented on the Federal government as a model employer of people with disabilities
6. Section 503 Community of Practice (CoP) 8/20 Quick Recap (Sallie Rhodes)
   * Marie Strahan and Sallie Rhodes provided a practical tool kit presentation on locating contractors and subcontractors
   * Live demonstrations were conducted on how to search three key data banks maintained by the federal government for specific business and administrative purposes
   * In addition, Marie and Sallie compiled and reviewed many of the strategies that have been shared by ENs in the past several months on how to effectively connect with and market Ticket customers to federal contractors
7. Announcements (Michelle Laisure)
   * Employment Network Payment Status Report
     + The report is updated daily and available in the Portal
     + In the report, ENs will find per social security number, the status of the payments related to that employment outcome
     + Under payment status, there will be some type of outcome reported on that individual payment
   * GovDelivery Recap
     + Ticket Training Tuesday for September 16th will be a Technical Assistance session
     + Ticket Training Tuesday for September 23rd will speak on Timely Progress Reviews
     + September 30th at 1:00PM EST is the All EN Payments Call

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