**Conference Call Name: All EN Call**   
**Date: October 2, 2014   
Time: 3 – 4:00 p.m. EST**

Number of Participants: 110

Speakers:

* Gary Rauch, Director, Office of Research Demonstration and Employment Support (ORDES)
* Felix Stump, Deputy Project Director, Operations Support Manager (OSM)
* Michelle Laisure, EN Development & Training Manager, Operations Support Manager (OSM)
* Donna De Julius, EN Development Lead, Operations Support Manager (OSM)
* LaTasha Durrett, Communications Specialist (OSM)
* Desiree Fitzgerald, Director, Office of Ticket Operations and Provider Support (OTOPS)
* Richard Rosenberg, Career Connections, Whittier Union High School District
* Julie Johnson, CWIC, Career Connections TTW Service Coordinator
* Ginni Bachtelle, Career Connections Mentor Coordinator

Special Presentation: Transition of Youth with Disabilities

Career Connections, Whittier Union High School District

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**Minutes**

1. Request from NENA (Gary Rauch, ORDES)

A request was made by NENA for a decision concerning submitting suitability for a potential new hire or volunteer prior to placing the person on the payroll. SSA has agreed to determine the workload for SSA. Process:

* Send the appropriate ENSB Account Specialist a request with information; or email [ENService@ssa.gov](mailto:ENService@ssa.gov). Include the following:
  + Individual’s Name
  + Expected period of performance or employment
  + Brief background
  + Nature of assigned job duties
  + Reason for PII access
  + Brief description of PII training
* If the request is approved then the EN can submit for suitability and the individual in question can start

1. Effective Practice Webinar Series - Transition of Youth with Disabilities
2. New Helpdesk Hours (Felix Stump, OSM)

The Payments and Systems Helpdesks will begin new hours effective October 2, 2014. The hours will be 9am-5pm EST. The change was made due to a low volume of calls from 5pm-6pm EST, and didn’t justify the man hours to staff the phones. ENs can also continue to use the email addresses and website.

1. Website Upgrade (LaTasha Durrett, OSM)

A brief demonstration was given of the new public website. Changes have made the website much more user-friendly. Any errors or glitches noted should be emailed to the systems helpdesk.

1. Ticket Portal Update (Desiree Fitzgerald, OTOPS)

ENs and VRs will continue to receive regular communications concerning the status of the Ticket Portal. A clarification: when an EN completes myssa.gov, asks for the extra security and receives their PIN via postal service, the PIN should be sent to their ENSB Account Specialist. Training on suitability will held October 9, 2014 and will feature a walk-through of myssa.gov.

There were no questions.