**Conference Call Name: VREN Quarterly Call**  
**Date: July 22, 2014   
Time: 3 – 4 p.m. EST**

Speakers:

* Nate Arnold, VRA Operations Team Leader, Office of Research Demonstration and Employment Support (ORDES)
* Desiree Fitzgerald, Deputy Director, ORDES
* Debbra Tennessee, Ticket Operations Department Manager, Operations Support Manager (OSM)
* Michelle Laisure, EN Development & Training Manager, Operations Support Manager (OSM)
* Charlene Dwyer, Functional Lead, Operations Support Manager (OSM)

**Minutes**

1. Roll Call
   * Georgia, Illinois, South Dakota, Virginia, and Oregon were in attendance
2. Update on eProcesses
   * VREN was a success! Overall, the process was more efficient, less paper. Quarterly earnings from the QBER were used as selection criteria in addition to other sources to make payments.
   * Over 9400 payments totaling over $7 million. Largest payment to one EN was over 2 million dollars; next largest payment went to an EN who received over 1 million dollars.
   * This was a large payment file, but the next file will not contain the retroactive payments so the dollar amount will be less.
   * Rule: Benefits must be in current pay status. If a beneficiary is receiving both SSDI / SSI benefits (Concurrent), at least one of the benefits must be in current pay status.
   * Next eProcess file is over 4,000 SSNs. Next payment will be processed the week of July 22 and next week the VRENs should start to see payments.

**Questions and Answers**

*Question - Will deletion of closures be available in the new Portal?*

Answer - The action of reversals will take place within the new SSA Portal.

*Question - How will we receive confirmation of email from changing VR to VREN for a Ticket assignment? Will we be able to check the Portal for the change of CR to M/O?*

Answer - Will let Oregon VR know how that will work with the new Portal.

*Question – I sent in a Ticket Assignment request with the IPE date, and it continues to be rejected, beneficiary got a second ticket and VR still received a rejected status.*

Answer- Please contact your Account Specialist.

*Question - Is there a faster way for EXR cases to be assigned instead of being sent to SSA and waiting for a response?*

Answer - Once the system is cleaned up, this process should be smoother.

*Question - When will the files through MOVEit stopped and transferred to the new Portal? Will the systems all work together? Is there a way for the VRs to test the new Portal?*

Answer - There will be a pilot group to test the new Portal. The rollout in Jan-March will be a time for testing and adjusting. September will begin some level of activity, adding more users in November 2014.

*Question - Previously assigned and currently assigned-unable to print these reports from the Portal together.*

*Question - Also having difficulties printing the QBER report.*

Answer - OSM will look into this and email an update

*Question - Will VRENs need to complete COS’s? Do the forms actually need to be completed or can they be completed if asked for?*

Answer - VRENs need to complete them and keep on them on file, but you do not need to send them in with payment requests.

Answer - As long as you can produce the information once asked for.

*Question - Received an email from an EN asking to release tickets-the EN told the VR that if the VR released the ticket the beneficiary could receive job placement with the EN and the beneficiary could back to the VR to receive other services.*

Answer - The EN should not be trying to take advantage of the system. The EN should be willing to work towards an agreement or wait for the VR to finish providing services. Program Integrity should look into this-this is not acceptable. Will let Gary know about this EN. EN: Bridges to Work.

Answer - Asked Karen to give her a call directly to discuss.

Discussion around NTI manipulating the federal regulations, ORDES stated that this is being addressed. David: received a voicemail from a beneficiary about NTI advising them to close their ticket with the VR prior to 90 days so that the EN can receive Phase 1 payments. David is trying to figure out how to send password protected voicemail to PII.

\*Will send out “Hold the Date” for October call during the week of August 6th –asking VRENs to send agenda items\*