

### **General Announcements**

EN agencies were reminded to review two GovDelivery messages from Associate Commissioner David Weaver:

- A March 6 message ([http://content.govdelivery.com/bulletins/gd/USSSA-f608c8?wgt\\_ref=USSSA\\_WIDGET\\_4](http://content.govdelivery.com/bulletins/gd/USSSA-f608c8?wgt_ref=USSSA_WIDGET_4)) provided information on the unavailability of the QBER data effective March 12, and expansion of ePay to all Employment Networks; VRENs will continue to get electronic milestone and outcome payments
- A March 11 message contained information on the new Ticket Portal, including a link to Ticket portal resources ([http://content.govdelivery.com/bulletins/gd/USSSA-f6da7e?wgt\\_ref=USSSA\\_WIDGET\\_4](http://content.govdelivery.com/bulletins/gd/USSSA-f6da7e?wgt_ref=USSSA_WIDGET_4))

### **Ticket Portal Presentation**

ENs were provided a glimpse of the new Ticket Portal, including the queries that can be made and payment features. The limited current functionality is available to only a pilot group of ENs that can access the new system.

Presentation highlights include:

- Ticket Portal access requires a valid username and password. These are created by establishing a “My Social Security” account with “extra security” on the [www.SSA.gov](http://www.SSA.gov) website; there is also a 1-800 number for assistance. Contact ENSB or the EN Help desk at Social Security ([ENService@ssa.gov](mailto:ENService@ssa.gov)) for information and the granting of Ticket Portal access.
- The Ticket Portal will offer Ticket assignment individually or in batches and users will be able to view Ticket assignment status in real-time with no delay
- Payment requests are available through the Ticket Portal. Users will complete the online form and hit the submit button to enter the request directly into SSA’s system immediately. For evidentiary payments, the Ticket Portal will associate the faxed paystub with the payment request using the coversheet provided at request submission.

The transition to the Ticket Portal is part of a larger effort towards consolidating and synchronizing information from various SSA databases.

***The full transcript and audio from the call are available at <https://yourtickettowork.com/web/ttw/events-archive>.***



### EN Performance Fiscal Year-to-Date

Measurement	Oct 2014 – Jan 2015	February 2015
Total # ENs*	679 (avg./mo.)	676
# Tickets Assigned to ENs	46,826 (avg./mo.)	46,879
# ENs that received a payment within the listed timeframe	462 (total unique ENs in the quarter)	174
Value of EN Payments within the listed timeframe	\$14.01 million**	\$2.91 million
# Newly awarded ENs within the listed timeframe	20	0

\* Data includes: Approved, On Hold (active but not listed on the EN Directory) and Not Ready to Serve ENs, which are new ENs or ENs on performance suspension (these ENs are not allowed to take Ticket assignments)

\*\* Total includes an annual SSA Initiated Payments ePay process in November 2014

#### Upcoming Events

April 2 at 3 p.m. EST  
All EN Call  
April 28 at 3 p.m. EST  
All EN Payments Call

April 2015  
Ticket Training Tuesdays  
Every Tuesday  
@ 1 p.m. EST

Dial-in Number: 877.755.3971  
Conference ID Numbers  
4/7: 3522939  
4/14: 3522417  
4/21: 3523188

Webinar and Live Chat:  
[http://www.gatherplace.net/join?  
p=3243936](http://www.gatherplace.net/join?p=3243936)