

Update: Marketing Summit Dallas: Rob Pfaff, ORDES Deputy Associate Commissioner, gave a summary of the outcome and takeaways of the first Ticket to Work Marketing Summit held in Dallas, Texas, on June 24. In attendance were 45 attendees with representatives from 25 Employment Networks representing a cross section of the Employment Network (EN) community. There was lively interaction and high energy during discussions. NENA, BASS, SSA's national WIPA training center from Virginia Commonwealth and a local WIPA, the Texas PABSS and the Dallas regional area AWICS, all made presentations at the event. A lively mix of discussions and a robust Q&A resulted in several takeaway items that SSA is now reviewing.

Evaluations to obtain participant feedback were aimed at assessing whether this event was beneficial for ENs. There was an overwhelmingly positive response from attendees that the summit was worthwhile. Some of the benefits that SSA realized were a better understanding of the stakeholders in attendance and identification of the best ways to collaborate in the future, as well as an increased understanding of the importance to ENS of direct access to beneficiary information. ORDES staff are working on a way to facilitate the transfer of beneficiary information in a safe and secure manner. We are also developing new ideas for tools and action strategies.

The summit was an opportunity for those participants from various stakeholder groups to meet face-to-face and share their respective thoughts and experiences. The ENs requested that SSA have more meetings of this nature to keep the conversation going. Thanks to all who took their time and expense to attend the summit and to those who helped make it happen. OSM staff were thanked for event planning and facilitation.

Finally, ORDES and NENA leadership are working on a second marketing session for the September NENA conference in New Orleans.

General Updates

- Cara Kaplan noted that everyone should have received an email blast about PINs to use when encrypting files. ENs will be using a new password which is comprised of four alpha letters "TTWE" followed by the last four digits of your EN's contract number which can be found on your award letter. You can also contact ENServices@ssa.gov and provide your DUNS number, and we will let you know the last four digits of your contract number. The new password should be used to encrypt files when sending sensitive information to SSA or the OSM.
- Desiree Fitzgerald noted that VR agencies will receive a four digit number from SSA which will be used along with the state abbreviation followed by two alpha letters – either VR or BL. VR is for general VR service agencies and BL is for blindness VR service VR agencies. For ENS a Ticket Portal pin communication will be sent this afternoon. ENs also recently received a technical communication on the Ticket Portal fax cover sheet



All Employment Network Call Recap Call Date: July 9, 2015

communication. ENs must use the portal generated fax cover sheet with the designated phone number. If an EN uses a different fax cover sheet with the correct phone number, it will not be routed to ORDES and your pending payment request will expire after nine days. She clarified that ENs should have received an email about the fax coversheets prior to the call, but that the message about PINs was not yet sent.

Ticket Portal Updates

- 613 users and growing
- Users to date represent 330 ENs and 55 State VR agencies
- Usage to date by those in the Ticket Portal include 2,365 ticket assignments and unassignments, and 3,783 payment transactions
- ENs can check assignability in the portal including batch Ticket assignability and batch Ticket assignments
- Timely progress is the final piece that SSA is working on to make available

Effective Practices Presentation

- Effective Practices presented by Iowa Vocational Rehabilitation Services, Iowa Workforce Development and Iowa Department for the Blind – Speakers: Lee Ann Russo, Resource Manager, Iowa Vocational Rehabilitation Services; Sheila Stoeckel, Project Lead, Iowa Workforce Development; Keri Osterhaus, Supervisor, Iowa Department for the Blind.
- The presentation featured key partners, common goals, and collaborative processes that together create a successful Partnership Plus strategy in Iowa.
- Speakers discussed positive outcomes and the future outlook for Partnership Plus in facilitating long term employment success for Iowa beneficiaries.

Announcements

ePay information, processes, and question responses will be covered on the July 28 All EN payments call. The next All EN Call will be August 6.

Reminders

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