

GovDelivery message review

The Operations Support Manager (OSM) reviewed key messages sent to Employment Networks in July and August.

- July 1st message provided an update on the suitability guidelines available for download.
- July 2nd and July 28th Announcements of the ePay rollout for all ENs, and an update on the elimination of certification payments following initiation of ePay.
- July 9th technical bulletin on the Ticket Payment Portal fax cover sheet. See pages 56 and 57 of the Ticket Portal User Guide for fax cover information.
- We are on version three of the User Guide. Please make sure you have the most updated copy of the Ticket Portal User Guide which is on a secure website with other Ticket Portal training and information. The instructions and a link for accessing the User Guide and other training materials on the secure website is in the Welcome letter.
- Cara Caplan (SSA) noted that Portal users must have extra security. Ask for extra security when you register at SSA.gov. ORDES has established a help desk for Portal assistance purposes at ticketportal@ssa.gov. Send all portal requests to that address. Do not contact ENSB staff directly for portal assistance.
- July 15 announcement the Ticket Portal encryption passcode. ENs are reminded to use the four alpha letters TTWE first followed by your 4-digit contract number. Contact ENService@ssa.gov if you need assistance with the encryption pin/password.
- July 27th announcement on the temporary process for obtaining SSA Initial Determination of Federal Suitability while the eQIP web based processing system is not available. There are five documents needed for suitability information. All five documents are located on the Ticket to Work website in the forms section. If you need to check the status of your suitability submission ENs should check with ENService@ssa.gov and VR applicants should contact the VRhelpdesk@ssa.gov.
- July 28th Announcement on the Beneficiary Satisfaction Survey which is being conducted by the Beneficiary Access and Support Services (BASS) manager.
- August 5th Information, including web links, for those with Ticket Portal access to access the secure website with Ticket Portal training materials and newly updated User Guide.

E-PAY Update

- July 28th message was sent regarding the initiation of EPAY processing with no action required of ENs. However, a delay has occurred in finalizing the file for processing these payments which are made on SSA records. As part of the move to EPAY, certification payments have been eliminated. The June Universal Auto Pay (UAP) file was the last processed. July (UAP) was not processed because SSA anticipated paying ENs on the ePay system. SSA received the July wage data last week and the quarterly and prior year data will continue to be available as well.
- Some ENs have reported financial difficulty with the miss in the July EPAY file. ORDES is making adjustments, using many more payment data sources, and paying milestones in addition to outcomes.

- For those who previously received certification payments such as UAP, we will process the EPAY payments and review them to determine whether we need to do anything differently. For all others on ePay, we will examine your payment records for positive and negative impacts, and continue to evaluate the impacts of the payment changes.

Ticket Portal Testimonial

- Heather Miller of Easter Seals Nebraska shared her positive experiences with the new Ticket Portal. She was on the new portal on day 1 and it has found it user-friendly and easy to navigate. Other highlights:
 - Data she can pull from the new portal is better and presented in a better format.
 - Miller reported that the biggest impact is that in the past she spent 70% or more of her time on payment related functions. That has been reduced to 10-15% of time spent on payments. She won't need to hire part-time help because of the ease of payment processing and timeliness of payments.
 - The fax cover sheet is easy to download and print out and use.
 - We were involved in Universal Auto Pay previously and when the new Portal went live everything, including reconciliations, has gone much faster.

Effective Practices Presentation: Presented by Susan Webb, Director, ABIL Employment Services, Phoenix, AZ; Chris Menapace, Director of Professional Development, Maricopa Corporate College, Phoenix, AZ; and Ralph Serpico, President & CEO, Untapped Arizona, Phoenix, AZ

- The presentation featured key partners, common goals, and collaborative processes resulting from the new WIOA Provisions.
- Speakers discussed the new WIOA Provisions and how they use them to support Ticket to Work beneficiaries, how coordination occurs, and which AJC and partner tools are needed to replicate best practices.

Marketing Summit Update

- Rob Pfaff, ORDES Deputy Associate Commissioner, provided an update on Marketing.
 - June summit in Dallas had 45 participants, including partners, and representation from 25 ENs.
 - NENA invited ORDES to hold a second summit at the NENA conference in New Orleans on September 11, so SSA will host a second summit from 8:30 -10:45 a.m. on Friday, September 11th, during the conference. We will focus on a few topics that we believe the ENS will most want to discuss. A possible topic would involve a panel on productive relationships with AWIC, SSA Field Offices, PABSS. The focus would be on how to facilitate direct referrals to ENs. Another goal is to learn from the ENs that did not use the marketing CD how they secured referrals.
 - ENs should submit their marketing topic interests and ideas to ENOperations@yourtickettowork.com.



All Employment Network Call Recap Call Date: August 6, 2015

- ORDES is without a budget for Federal Year 2016 (FY16) at the moment. Unknown how many summits will be held in FY2016.

Questions:

Q: Do we know what if any impact will be on the Ticket if SSDI is reduced by 20% in 2016?

Rob responded that he believed that the 20% is a hypothetical reduction through a larger sequestration in the entire budget. We don't know at this point what the impact, if any, will be. It is impossible for us to predict what impacts will occur in 2016. We have no idea of our budget moving forward.

Q: I need to download the latest version of the Portal User handbook and I am unclear how to do that.

A: there is a link you can follow if you have access to the secure website. The user guide is not in the Ticket portal but in a secure training and resources website. If you have your welcome e-mail, there is a link in your e-mail to the secure information materials site which includes training materials, training guides, the updated user guide, and the best numbers to contact for specific

Q: what is the e-mail to update the EN description on the Choose Work website:
ENdescrv@ssa.gov

Announcements

The next All EN Call will be September 3, 2015.

Reminders

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