



All Employment Network Call Recap Call Date: September 3, 2015

GovDelivery Recap and Announcements

8/7/15 – this announcement identified a new email address for help with the Portal. Please use ticketportal@ssa.gov for questions on suitability or concerns regarding EN portal access requirements or status. For other questions regarding contract status and awards, please contact ENSB at ENservice@SSA.gov.

8/13/15 – Manual Processes Document Posted: Information is still available on the website identifying manual processes for Ticket assignment and payment requests. Unlike the new Portal, these processes are not in real time, so requests will experience a delay. Please move forward to gaining access to portal.

8/14/15 – BOSS Meeting Follow-up Materials: ENs were asked to share ideas for marketing topics at boss.discussion.group@ssa.gov; there were also comments with concerns from ENs about inconsistencies in the EN directory located on choosework.net. The system is in the process of transition and errors will be corrected when system is fully operational.

8/28/15 – This announced there will be two additional Ticket Portal training sessions on September 16 and 23 (Wednesdays) at 3:00 pm EST. This announcement went to only those with approved Ticket Portal access.

Marketing Summit Update

SSA will conduct a Ticket Marketing Summit session on Friday, 9/11/15 at the NENA conference. SSA is attempting to provide an option for ENs to call in to the session, and expects to provide an update on this tomorrow.

Portal Testimonials - Kevin Nickerson, Co-Director of the American Dream EN, a division of the National Disability Institute(NDI) and Doug Keast, NDI

Kevin discussed the features of the Portal he thinks are helpful: Tickets are assigned immediately, and features also indicate where Ticket may have been previously assigned and recent number of months over trial work wage. Information can be easily pulled while talking with prospective clients such as impairment group, eligibility dates and pay history; VR has real time access so they can release Ticket immediately for EN availability. Case notes option is helpful for ENs to see reminders and stay organized.

Doug, formerly with Iowa Workforce Development, now works with Workforce ENs all over the nation. He stated that the ENs recognized the Portal would be a sizable change and had many concerns. After the transition, the ENs are getting comfortable and taking advantage of the support provided by SSA and OSM. A couple of ENs had concerns with E-Pay with clients engaged in work activity but the E-Pay system was not capturing this. The ENs discovered how to manually enter payments through the new Portal, and significant payments were triggered.



All Employment Network Call Recap Call Date: September 3, 2015

Ticket Portal Update

Steps for gaining access to the new Ticket Portal were reviewed: 1) Complete application and receive approval of suitability; 2) Go to SSA.gov and create a mySSA.gov account with extra security; 3) Notify Social Security - Email ENSB at ticketportal@ssa.gov to let SSA know you have access to a mySSA account with the extra security enabled. 4) Someone will call you, verify identity and help to get you enrolled in the new Ticket Portal. All resources, instructions and forms for suitability and gaining portal access are on the website at <https://yourtickettowork.com/web/ttw/ticket-portal-resources>

The Ticket Portal will be unavailable Saturday 9/12 for a systems upgrade. It will back up Sunday, 9/13 with a new Ticket Portal user guide and information announcement screen. For real time updates and important information, please use this feature. TPR information is starting to trickle in and the new Portal release will have instructions on navigating the TPR features. Please start to get used to the screens and look forward soon to further information about how to use the system for responding to TPR matters.

Ticket Portal Training

Two new training videos have been posted to the web site addressing the topics of 1) Ticket Assignment and 2) Ticket Payment Process using the new Portal. Please visit these trainings at <https://yourtickettowork.com/web/ttw/training> and provide feedback by Sept 18, using the links provided.

SSA Updates

The E-Pay process began on 8/10. Initially a delay was encountered, however the system is now on track, making payments daily, and SSA is half-way through the initial file. All current E-Pay claims are expected to clear through Treasury in the next 2-3 weeks. A new E-Pay file will run in late September. Even though E-Pay is now processing, if you have a claim with evidence of earnings, you may submit the claim using the manual process in the new Portal. This avoids waiting for E-Pay and may also help the beneficiary avoid an overpayment with quicker submission of earnings data.

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

Updates

The OSM office will be closed Monday, 9/7 in observance of Labor Day. There will be no Ticket Training Tuesday webinars the month of September.

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