



Updates from the Social Security Administration

Rob Pfaff (SSA) gave the following updates.

- Ticket Program Manager (TPM): Announced that MAXIMUS has been awarded 5 year contract to become the TPM. Over past five years there have been two program managers, Beneficiary Access and Support Services (BASS) for beneficiary outreach/marketing and Operations Support Manager (OSM) for Ticket operations/EN support. The TPM consolidates the work into a single effort for more efficient cost and coordination. BASS will remain on board during the transition. During this phase, beneficiaries and ENs should not experience any interruption in services.
- EN Site Visits: In July and August ORDES staff conducted multiple EN site visits. SSA staff learned a lot, with much back and forth. Much of the focus was on ensuring BPA terms and conditions are being followed. Site visits have concluded with limited funding under Continuing Resolution. Updates will be provided regarding continuation of the effort. Information will be later compiled and shared aggregately.
- Marketing Summit: Second Summit was held in New Orleans on September 11 in conjunction with the NENA conference. The session focused in two areas: 1) Dallas region AWICS presented about services they provide and how they serve as a conduit for Ticket related issues in Field Offices; 2) ENs that have not used the CD discussed marketing efforts creating relationships with employers and other stakeholders. If ENs would like these events to continue, please provide feedback for ORDES to make the case with management.
- New ENSB Staff - Rob welcomed two new SSA staff, Chandra and Shane.

Proof of Concept (POC) initiatives

Mark Green said BPQY POC has successfully processed over 5000 BPQYs with average time of just over 3 days. Secure messaging has been implemented. The effort is working and will continue, however ways to centralize this outside of ORDES are being pursued.

Wage Reporting POC is designed to address a long time issue. ENs submit evidence of earnings to MAXIMUS, however Field Offices are not processing the work timely due to other priorities. Under consideration is to allow MAXIMUS staff to enter data directly into SSA E-Work system, offering big potential to reduce beneficiary overpayments and speed up EN payments. Management approval is needed and the outlook is optimistic.

Marketing POC is in early stages, designed to address loss of beneficiary CD and would allow a limited number of ENs to receive small amounts of beneficiary information representing low PII risk. SSA has continuing concerns with sharing PII, even through secure means. SSA would test strategy over a few months to see if it is worthwhile for ENs and then determine whether to pursue. More information will be coming soon.

E-Pay Updates

The first E-Pay began processing August 10 and was completed September 22. 17,028 payments totaling \$9.24 million were paid to 409 ENs for 3956 individuals. Many more ENs now receive payments under E-Pay. The first file was large, with data back to 2008. Desiree

thanked Debra Tennessee and staff at OSM for making this a smooth operation, done within 6 weeks while also processing Portal and manual payments. A second file for Sept will process soon and another file will generate in mid-Oct. E-Pay will run every 4 - 6 weeks and quarterly earnings reports may be up to 6 months behind. Continue to request payments in the Portal or manually for faster turn-around.

Universal Auto Pay (UAP) Clarification – UAP no longer available, UAP made payments in advance of earnings showing up in SSA systems. With E-Pay ENs may not see payments right away for cases as they may have been already paid under UAP. Milestone payments through E-Pay may balance income flow. If not clear, contact SSA.

Ticket Portal Updates

Social Security gave the following Ticket Portal updates.

- Training: Users should have received a Gov Delivery message announcing updated Portal User Guide on September 12. Access on the secure site. Also updated is the self paced training module. New user orientation will be scheduled this month.
- Access: Portal login affirmation screen now shows users the dates Security Awareness Training was completed (required annually) and employment verified (every 6 months). Users should receive alerts 2 weeks before expiration and must act by contacting EN service to provide the proper forms to continue access or be locked out.
- Sporadic Portal Ticket assignment issue: Users may receive an error. This will be fixed in the Nov 7 release and these assignments may have to be on hold until then.
- Moratorium on TPR: The Ticket Portal is current on TPR status, however selections are not being done at this time. Updates and training will be provided before selections begin.

Virtual Job Fair Update (BASS)

A message was sent September 30 about the first Virtual Job Fair to be held over two days, from 1 - 5 pm ET, November 18, and 9 am - 1 pm ET on November 19. BASS is recruiting federal contractors and will share detail on employers/jobs soon. BASS is working with ENs and VRs to recruit candidates with assigned Tickets who will be required to sign a consent form. For more information a call will be held Thursday, October 8, at 3 p.m. ET.

Effective Practices Series - Partnership Plus: Working Relationships in Pennsylvania

This presentation offered information about how PA ENs proactively work with their State Vocational Rehabilitation agency and beneficiaries to increase Partnership Plus activities. Speakers represented the PA Office of Vocational Rehabilitation, Goodwill Keystone Area, AHEDD, and Community Integrated Services.

**Join us for the next All EN Call
Thursday, November 5
3 – 4 p.m. EST**

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