



All State Vocational Rehabilitation Call Recap

Call Date: February 9, 2016

General Announcements

Rob Pfaff welcomed everyone to the call. Desiree Fitzgerald explained changes to the future All State VR call format. SSA wants to assure that participants have the opportunity for input before and during the monthly calls. There will be a monthly outreach to VR Ticket Coordinators for call topics and questions of a broad nature. Case specific questions should continue to be directed to the VR Help Desk. The monthly calls will also be used to inform you of the progress on the VR electronic payment operation. There will be additional calls to train on Portal processing of VR payments.

SSA and the Ticket Program Manager (TPM) will host a Virtual Job Fair (VJF) on March 16th from 1:00 - 5:00 p.m. ET. It will be a regional job fair covering employment opportunities in the District of Columbia and the states of DE, MD, NY, NJ, PA, VA, WVA and Puerto Rico. If you are in one of these target states or areas, you will receive an invitation to join us. We are seeking federal contractors looking to hire job-ready candidates. For those states that are invited to this VJF, please:

- Identify your job-ready beneficiaries who are “ready to work” in the target location states;
- Help them prepare a resume, complete the Release of Information form;
- Register for the VJF; and
- Assist them in understanding and feeling comfortable with navigating the VJF platform including communicating with employers in the chat rooms during the event.

The TPM team will provide training on how to assist beneficiaries in preparing and registering for the job fair as well as for navigating the VJF platform. Please spread the word and get beneficiaries seeking employment in the target areas to register when the information is available. Mark your calendars now for the 3/16 event and look for the VJF training announcement. If you received an e-mail from the TPM today regarding participation, please respond and let us know if you will attend.

Ticket Portal

Katie Striebinger said that SSA had a demo today on the new Cost Reimbursement Portal process which allows everyone to move away from paper claims. Katie requested volunteers to review the new Cost Reimbursement Portal claim features. Volunteers will be invited to a technical call where they will receive an overview of this new feature. SSA desires input from the volunteer reviewers. There will also be future training and guidance. If you will be downloading Cost Reimbursement files into an XLM file, and want to participate in the advance technical call, please send an e-mail by COB Friday, February 12th to the VR Help desk with the subject line “VR electronic files”. Include your e-mail address and the address of anyone else you want invited. There is not a date yet for the technical call, but respond with your interest by Friday. A call invite will be sent next Tuesday.

Cost Reimbursement

Danielle Armstrong reminded everyone to send your questions and concerns to the VR Help Desk. Linda Custis will help you with the two-day cost reimbursement training sessions and to get you connected with the updated portal. Raquel Donaldson noted that the current CR claims processing is for claims received up to January 16th. Send your 2016 cost formulas to Raquel’s attention. Do not send them with your claims. If sending original claims, do not send them to the VR Help Desk unless



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you have previously discussed the submission with someone on the Help Desk team. When claims arrive they get date stamped for processing, and we want to make sure that your claims are date stamped. When claims are sent directly to the Help Desk, they get put on hold. If we have discussed a claim with you, and we know the claim is coming, then send it to us.

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

The next All VR Call will be held **Tuesday, March 8th, at 3 p.m. ET.**