

Employment Network (EN) Site Visits - Mark Green, SSA

- Feedback from the first round of EN site visits which occurred last summer.
 - Social Security Administration (SSA) conducted two types of quality assurance reviews: a review of the ENs with the consumer directed services model, and basic EN site reviews.
 - For the most part, ENs were doing what was expected and following the Blanket Purchase Agreement (BPA).
 - One overarching problem appeared among almost all of the ENs. ENs were not following the Individual Work Plan (IWP) development requirements as identified in the BPA. SSA will make changes to the BPA to clarify expectations.
- Plans for upcoming visits.
 - The second round of EN site visits is being scheduled. Staff from the Ticket Program Manager (TPM) QA unit will be on the review team.
 - The second round of reviews has just started and will continue through the end of September. ENs will be notified if they are selected.

Ticket Helpline Activity - Laurie Armstrong, TPM

- Monthly call center statistics review for February, March and April 2016
 - 20,500 calls received per month on average
 - 5,900 EN lists sent from ITOPPS per month on the average
 - The Find Help tool is accessed 24,300 times per month on the average
 - Hold time to speak to a CSR is 42 seconds on the average over the three months
 - Caller Abandonment Rate is 3.13% on the average over the three months

Outreach Activity Overview - Karen Davidson

- March 2016 Virtual Job Fair results

- A regional Virtual Job Fair (VJF) was held on March 16th regional VJF. Employment opportunities covered the SSA mid-Atlantic region and Puerto Rico. Engagements:
 - 111 participants including 81 beneficiaries and 21 service providers.
 - 27 federal contractors with booths connected via chat with job seekers.
 - 191 private chat messages and 877 group chat messages.
- The next Virtual Job Fair is August 24, 2016, from 11:00 a.m. – 5:00 p.m. ET.
 - The registration process will be streamlined for ease of beneficiary registration.
 - There is currently a list of 65 federal contractors who wish to participate.
 - ENs help make the VJFs a success by reaching out to Ticket Holders to let them know about the event.
 - VJF details and announcements will be distributed in the next few weeks.

Work Incentives Seminar Events (WISE) recaps

- WISE webinars are held once a month, usually on the 4th Wed of the month at 3:00 p.m. ET.
 - WISE events are designed for beneficiaries but informative for EN service providers, community providers and families. A good training opportunity for EN staff.
 - The monthly WISE themes vary. The February topic on finding a job with a federal contractor employer had 321 participants including 108 employment networks. The March topic on building financial independence had 299 participants including 94 ENs. The April webinar had 401 participants including 109 ENs. May 25 is next webinar on the topic of Mental Health.
 - TPM will be again launching a viewing party toolkit. The toolkit is designed for



ENs and State Vocational Rehabilitation (VR) agencies to invite Ticket Holders to their offices to view the WISE webinars.

Ticket Mailing Status - Mark Green, SSA

- SSA is sending out three types of Ticket Program notices following the Ticket Program notice hiatus period between 2011 and February 2015. Notices include: Ticket Program start-up notices sent to newly identified beneficiaries since 2011; catch-up notices sent to beneficiaries who did not receive Ticket Program notices during the hiatus period, and one-year and three-year anniversary of the beneficiary's entitlement Ticket Program notices. 32,000 to 35,000 Ticket notices are sent per mailing.
- ENs are asked to keep data on beneficiaries who call you as a result of these mailings
- SSA staff may contact ENs to learn how they are organizing the effort to capture beneficiary contacts resulting from Ticket notice mailings.

IVR Call Campaigns - Tammy Liddicoat, TPM

- On May 2nd, the TPM is resumed the nationwide IVR (robo-calling) campaign.
- Anticipate 30,000 calls monthly with 25,000 of those calls made to newly identified beneficiaries and 5,000 to recently successfully closed VR cases. Calls are made between 9:00 a.m. and 6:00 p.m.
- Data is being collected and more info on the IVR campaign will be available.
- The scripts for the IVR calls will be posted on the website.

Find Help Tool - Katie Striebinger, SSA

- The Find Help tool on the ChooseWork website helps beneficiaries find EN providers.
- It is the EN's responsibility to make sure their information on the Find Help Tool is accurate including agency contacts. To make changes to EN information, e-mail ENservice@ssa.gov and include your EN name, DUNS and a clear description of what is to be changed.
- ENs may have a separate description for each site listed on the website. Send your EN site descriptions to ENdeskrev@ssa.gov.

Timely Progress Review (TPR) - Mark Green, SSA



- SSA is still not ready to lift the moratorium on TPRs and will announce when this change is ready.

Marketing Proof of Concept - Mark Green, SSA

- The Marketing Proof of Concept Strategy is aimed at replacing the beneficiary CD.
- SSA is sending an encrypted file to 20 ENs in the concept of proof group. The file contains the beneficiary name and a phone number for calls or address for mailings.
- The ENs let SSA know the impact for the calls or letters. SSA will be evaluating the impact.
- ENS who have requested to be involved in the proof of concept are kept on a list, and if the proof of concept is expanded, the ENs will be contacted.

Suitability update - Cara Caplan

- SSA will post a video from the Office of Suitability on the Your Ticket to Work website.
- The Office of Suitability is in the process of establishing finger printing centers throughout the country. There is a direct help line for their office to use for suitability questions or problems.

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

The next Quarterly All EN Call will be held **Thursday, August 18, at 3 p.m. ET.**

