

## Welcome

Regina Bowden welcomed everyone to the monthly call.

## Ticket Assignment

Katie Striebinger provided two updates.

- SSA is investigating a Ticket portal issue where the beneficiary may show an invalid Ticket assignment to the VR agency when a VR claim is submitted. If the assignment is invalid, the claim will be denied. SSA is working to resolving-resolve the issue and will keep everyone informed.
- A GovDelivery message on August 5<sup>th</sup> announced TPM's new Learning Management System (LMS) called Blackboard (Bb) Collaborate. The system will be implemented in September. State Vocational Rehabilitation (VR) agencies will be given a single LMS account for each agency. Each State VR agency must designate a training coordinator. The training coordinator will have access to Blackboard and will receive LMS login credentials. By August 29<sup>th</sup>, the Signatory Authority for ENs and Program Directors for State VR agencies must contact the TPM Training mailbox at [TPMTraining@yourtickettowork.com](mailto:TPMTraining@yourtickettowork.com) to designate a training coordinator. Provide the full name, title, address, and email address for the designated training coordinator.

## Timely Progress Review (TPR) Basics

Social Security TPR resource expert Alissa Ness provided a PowerPoint presentation on the basics of Timely Progress Reviews. Key information included:

- Timely Progress Review fundamentals
- How the Ticket to Work Program impacts Continuing Disability Reviews
- TPR requirements
- A description of the TPR process including TPR appeals and re-entries
- A description of service provider responsibilities in the TPR process
- The TPR implementation schedule

- TPR resources available to service providers

A question and answer period concluded the training.

Additional information on TPR is available by contacting [TPRhelpdesk@yourtickettowork.com](mailto:TPRhelpdesk@yourtickettowork.com)

## Questions and Answers

Questions not answered during the Q & A today should be sent to the [VR Help Desk \(VR.Helpdesk@ssa.gov\)](mailto:VR.Helpdesk@ssa.gov).

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, September 13, at 3 p.m. ET.**

