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 resolve the issue and will keep everyone informed.

- A GovDelivery message on August 5th 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 29th, the Signatory Authority for ENs and Program Directors for State VR agencies must contact the TPM Training mailbox at 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

Questions and Answers

Questions not answered during the Q & A today should be sent to the VR Help Desk (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.