EN Essentials

Transcript: 2023 Round-up: Request for Application (RFA) Changes November 14, 2023

Derek Shields: Welcome to today's EN Essentials training session. My name is Derek Shields, and I will serve as the moderator for today's session. If this is your first EN Essentials event, please know that we design these training sessions for individuals who are seeking to enhance both their Employment Network's performance and compliance with Ticket Program policies.

The learning events build upon the initial EN Foundations Training and feature new resources, best practice strategies, and other helpful information as in today's 2023 roundup focused on Request for Application or RFA changes.

Before we begin with our agenda and presentations today, I will review a few logistics and housekeeping items. First, it's important to know that we are recording this meeting, and a transcript is being provided as well. Now, to the next slide, please. For this EN Essentials session, we will cover some logistics and introductions, then we'll cover the purpose of the session, and then we'll dive deeply into the 2023 RFA changes and updates. Those presentations will be followed by a question and answer period, and we'll close with some resources. Next slide, please.

Let's cover those logistics. To engage with us, if you've attended before, you already know this, but let's review it for everyone. You can participate in several ways. We have an MS Teams chat open, and you can provide comments and questions through the chat. You can also use your raised hand option or telephone to unmute and ask your questions live. That's a two-step process. I'll review those steps in more detail before we start the Q&A session. You can also email a question to enoperations@yourtickettowork.ssa.gov. Importantly, if you'd like to access captions, we have two options. Tammy placed a link in the chat, and you can use that to activate captioning. Or you can use live captions using the MS Teams More Actions menu. Next slide, please.

As I said, my name is Derek Shields. I'm a Senior EN Development and Training Manager for the Ticket Program Manager, and I'm the moderator today. I'm delighted to have with me Melanie Webb as our first presenter. Melanie is the Branch Chief with the

Social Security Administration's Office of Employment Support. Following Melanie, we'll be joined by Ana Morales. Ana is the EN Development and Training Manager, also with the Ticket Program Manager. Next slide, please.

As we are calling this the 2023 Roundup: RFA Changes, the content to be covered will focus on revisions made to several parts of the RFA. This includes Part I, the Ticket Program Agreement; Part III, the Statement of Work; and Part IV, Terms and Conditions. Important to note, there were no revisions made in 2023 to Part II, the Payment Rates. We're not going to cover some changes that were made in Part V and VI that cover the EN Application. So, in effect, this isn't the information that we're going to focus on with Employment Networks, but we have included it in a side-by-side comparison resource that will be posted on the website, and we'll tell you how to access that before the end of this event. Let's move to the next slide, please. At this point, I'd like to introduce Melanie Webb to begin the presentation today. Melanie, over to you, please.

Melanie Webb: Thanks, Derek, and good afternoon, everyone. Thank you for joining our EN Essentials presentation today. And I will start by acknowledging the fact that any time you see a presentation that focuses specifically on the RFA, let alone RFA updates, it's not the most riveting content, but it is very important content. And so, I just wanted to set the tone for the purpose of today's presentation. And that is, first and foremost, we've heard you in terms of your feedback, letting us know that when we make updates or clarifications, although we often send out messages, sometimes it isn't clear exactly what changed and no resources that are readily available that summarize everything. And there have been a lot of questions. By putting this together today, we're hoping that it gives you an opportunity to hear from our team, who will go through what those changes are.

We also want to let you know that, based on your feedback, we also want to hit the reset button. And looking ahead, we want to make sure that we do a better job communicating what these changes are, when they'll be implemented, and what resources are available, so that it's easier for everyone. What we do not want to do today is use this time to specifically talk about things that happened in previous Services and Supports Reviews or get into why we have these new requirements. Those discussions can be held at another time. It's really to go through the changes and if you have a question that is specific to this content, that's what we would like to discuss today. With that in mind, in terms of understanding the RFA, we want to use this time to make sure that everyone is aware of what the responsibilities are within the RFA, and we'll outline what some of those changes are from the previous version, the RFA from April 2022 through the latest version that's posted today, November 2023.

And I will say that most of the updates that have been included are just clarifications or revisions that help with the language in terms of the intent. These are not brand-new requirements that we inserted and did not make anyone aware of. But more importantly, as I mentioned, we want to talk about what we will do to change this and make it better in the future. So, we plan to announce those in advance so that you will know when the changes will be effective. But also, not just saying, here is a requirement from SSA, we want to be more specific about how it will be updated in the RFA, where you can find it, what does that mean, if there is a training that's needed, will it be part of this series, and is it something that we can talk about on an All EN Call. So, being able to talk about things upfront so that it's timely with additional guidance. And finally, we'll be working closely with TPM to have a resource available to post on the website to have something to outline what changed and take the guesswork out of it. The changes being discussed today have been announced either by GovDelivery message -- you'll hear us reference a message that was sent out on April 5 that specifically focused on Ticketholder engagement – but in addition, we also covered changes during one of the recaps from the All EN Call on April 18. And then there were also subsequent messages that went out that talked about some of the contract requirements that were included in the RFA. All those changes to date have been captured in the most recent (RFA) version and will be covered after we get through the first couple of slides. Next slide.

So, in terms of the term of the Agreement, it is important to note that your TPA is valid for 10 years from the time of award and the government has the right to either extend or terminate your Agreement. The EN can also terminate the Agreement for any reason. Everyone is pretty familiar with what the grounds are for termination, so that can happen prior to the 10-year expiration date. The bottom line is that from the time of award, it is good for 10 years. One other thing to note is that the government does reserve the right to make unilateral or bilateral changes to the TPA. What this means is that if it's a unilateral change, we can update language, make changes at any time, and you will be held accountable for meeting those requirements. For bilateral changes we require you to sign a new TPA if there were more substantial changes, things that aren't clarified, and doesn't include minor changes like we've covered over the past few months. Again, with any of these changes, when implemented, you are responsible for meeting those new requirements. Social Security can make those changes without requiring any signatures from ENs.

There are additional terms and conditions that can be referenced in part IV of the RFA. We will not go into great detail about those but as a reference, that is available as well.

Finally, I'll close with, we will discuss some of the changes that went out in previous GovDelivery messages, and we also have a recap of those on the website if you reference the April 18 All EN Call Recap, as we did summarize some of those changes there as well. It's just one more resource for you to access if you are interested. And with that, I will turn it over to Ana Morales.

Ana Morales: Thank you, Mel. And good afternoon, everybody. I'm going to start going through the different sections of the RFA that were mentioned before. And I am not going to particularly read what's on the slide because you're going to have this information, but I'm going to help you identify where to find the section of the RFA where there was change or a clarification like Mel announced before. And also, a reminder that from now on, Social Security will announce all the substantive changes when they occur and when they are going to take effect. And, along with Social Security, we created a resource document that is already posted on the website that provides a comparison of the main changes that happened during this year. It’s called the 2023 RFA Revisions Resource. You're more than welcome to check it out after this call, and we are going to provide a link to where you can find it, exactly.

The part that is on the slide right now refers to the termination of the TPA. The new language was added to clarify that, along with the staff responsible for the Employment Network, which is the Signatory Authority or the Program Contact, Social Security may also consider making other staff associated with a terminated EN ineligible from working for the Ticket to Work Program in the future. This language was added to the RFA Part I, the Ticket Program Agreement Section.

The next slide refers to EN qualifications. This is not a change. This is a clarification that new EN employees cannot be employed by multiple ENs. This is in Part III, the Statement of Work and it's specific to the EN qualification requirement. Again, this is not new, it's just a clarification of something that was already in existence but added to the new version of the RFA. Someone in the chat is asking about this. Please note that the RFA, when updated, is immediately posted, and we have provided the link of where you can find it in the chat.

The next slide talks about the Employer business model. This is not a new requirement, but this is a clarification. This specifies that the EN must become an Employer EN if they hire just one Ticketholder. This is something that was already in place but was added to clarify the language in the RFA. And, similar to the Section mentioned here in Part III, you can also find this information in Part V, which is very specific to the business model or service that says that ENs operating under either a Traditional or Administrative model may assign the Tickets of Ticketholders who they subsequently employ. However, when a Traditional EN or Administrative EN employs a Ticketholder, they must submit a separate RFA to become an Employer EN.

The next slide refers to the Administrative EN, and in this change, the EN or any staff of the EN cannot work for an EN or be an Administrative EN provider affiliate at the same time. And provider affiliates cannot make payments to Ticketholders. That is the last bullet that you'll see in that specific slide. And that is a change to this specific section, which you can find in Part III of the Statement of Work. And just as a reminder in general, whenever Social Security receives an application for Administrative EN, every application must come with a minimum of two provider affiliates that are ready to be part of the program so that Administrative EN can be ready to provide that specific service.

The next slide refers to Ticket assignment. And this is a clarification. This is not a new requirement but was added to clarify that ENs cannot assign a Ticket before the IWP is completed and signed by both parties. This information you can find in Part III of the Statement of Work. And this is also mentioned in Section IV of the Individual Work Plan requirements. There is a note that was added that says that the IWPs are a written and signed agreement between a Ticketholder or the representative of the Ticketholder and the EN. And you can also find that in both sections as well.

The next slide is a continuation about the Individual Work Plan. This is new language. This clarifies when the goals or services change for the Ticketholder, everybody has to be in agreement, and they need to create and sign an amendment. This is Part III of the Statement of Work, Section IV, which is all about the Individual Work Plan.

The next slide is the continuation of the IWP requirements. And we're going to have 10 slides related to this. Part I is a clarification. This has always been part of the Services and Supports Reviews and was added to the RFA for clarification. It's also included in the 1370 template.

The next slide refers to Part II of the IWP requirements, and this is a continuation like I mentioned. This is also a clarification, not a new requirement, this is a description of the goals. Each Ticketholder's goals and services must be unique to them, and describe how and when they would lead to employment and reduce the cash benefits to that individual. And to help you, again, identify where you can find this information, if you notice on the slide, there is a specific place, the part of the RFA, where you can find this exact information.

The next slide is a continuation of the IWP. This Section in the RFA includes all the clarifications that have been added. You can find it there. This refers specifically to the initial job acquisition phase. And it means that as an Employment Network, you and the Ticketholder must have two-way communication at least monthly since it is in the initial job phase and have proof of that interaction. This is a lot of the information you have heard during the previous EN Essentials training where we have been concentrating on the different sections to help you with the requirements for the two-way communication and active engagement that should happen with the Ticketholder. This information was announced via the GovDelivery on April 5 and the title was Ticketholder Engagement. And you can find that information there and in the RFA guidance in the specific place that you will see on this slide.

Part IV is still a continuation of the initial job acquisition phase. This means that you must unassign the Ticket within 60 days of losing communication with the Ticketholder if they are in the initial phase. So, it's a clarification on the different procedures that Employment Networks need to follow if they disconnect from a Ticketholder during that initial acquisition phase. The next slide was mentioned in the April 5 GovDelivery message, but it clarifies the recommended guidance and requirements that are needed. And it clarifies that as an Employment Network, you must document, keep, and be able to prove all the details of the two-way communication with Ticketholders using acceptable methods of communication. It goes into various specific ways: voicemails, emails, texts, that you can use to communicate with Ticketholders.

The next slide is still about the initial phase, and a continuation of the different steps that an Employment Network needs to follow if they lose communication with a Ticketholder, or the services are not appropriate. For number 1, if goals are not appropriate, then determine if additional services are needed. Under number 2, if they need new goals, you should have a new conversation and set new goals. But, if unfortunately, that's not the case and it doesn't work out and the beneficiary no longer wants to participate toward established goals, to unassign the Ticket. And again, all this information was announced in the GovDelivery sent April 5.

The next slide is part VII, and now we're moving to the ongoing employment support phase. And the information is very similar to the initial acquisition phase, but it has some different variations since this is more when the beneficiary is working and is not in that job placement phase. But the two-way communication continues. The way to connect with the Ticketholders is the same, that two-way communication that is required and the engagement. And the requirement for an Employment Network to document, keep, and be able to prove the quarterly communication with the Ticketholder. This was also included in the GovDelivery message that was sent on April 5.

The next slide continues about this ongoing phase and the difference here is that if the Employment Network is not able to maintain that communication with the Ticketholder and they lose that communication, they must unassign the Ticket within 180 days of losing the communication with the Ticketholder. This was also included in that April 5th GovDelivery. It is extremely important to maintain that engagement with the Ticketholder, using the acceptable methods of communication. And this again is the same information about looking at the appropriate goals, goal setting for the Ticketholder, if there is a need to review them, to change them, to adjust. If that doesn't work, you should unassign the Ticket. And all this information was included in that April 5 GovDelivery message.

In this last part of the IWP Section Social Security added new language that you can see on the slide in red. If an EN has all new staff, Social Security and TPM will treat them as a new EN regarding Ticket Assignment Reviews or the TARs because the EN will not have any staff experienced in writing IWPs or with the Ticket to Work Program. And in some instances, training may be needed as well. We are also able to provide support and training for anybody that needs it.

The next slide is about Partnership Plus. And this is not necessarily a new requirement but was added to the RFA. It's also mentioned on page 44 of the RFA, asking for the Partnership Plus agreements ENs have in place. I know that this year you sent it twice, with your APOR and also with your Services and Supports Reviews. But from now on, for next year, that information will be required for you to submit with your Services and Supports Reviews. And I apologize, I said that this is not a change, but it is a change that was added to the RFA. I was clarifying that portion.

This slide is about EN training, Section VII of the RFA, specifically addressing the first two items that were added for clarification. It's not a new requirement that every EN contact and portal user must complete the EN Foundations Training and suitability within 60 days of award. Or, if there is a TPA change for that particular staff, they cannot serve Ticketholders until they complete the training and are suitable. And the last note, the bullet, it emphasizes that EN staff must complete EN Foundations Training if they are taking a new role or if they are away from the Ticket to Work Program for more than a year.

A continuation of the training Section, Part II, this was added for clarification since only the Ticket portal users must complete the Ticket portal training module. This was part of the announcement that Social Security provided on March 21. For every Ticket portal user that needs access, the EN should be looking at that as a business need to determine exactly who needs to be in the portal to perform the duties for that Employment Network.

For the next slide, in Part III, this was added for clarification to specify that all EN contacts and portal users that are added to the TPA using the TPA Change Form must complete the Foundations Training and follow the appropriate steps, in the timeframe of 60 days; otherwise, having a risk of receiving a cure notice, potentially a termination. And all this information was also announced during the April 18 All EN Call. You can find that specific information also on the recap that is posted on our website.

The next slide is about data collection and reporting requirements. This language is added for clarity, the section in red.

The next slide is about evaluating EN performance. This is also a clarification. The evaluation criteria for EN performance were mentioned in the GovDelivery announcements sent on April 5, on Ticketholder engagement. The new language here was added in reference to the new six-month review that is completed for those that need improvement. We highlighted the red portion, which is the new information.

The next slide doesn't have any change, but we added it because it's part of the same performance information that is mentioned in the previous slide.

And the next slide is a clarification. It's not a change but it explicitly states that SSA does not need to provide any notice to ENs to complete on-site reviews. So, Social Security reserves the right to schedule a visit without notice to that Employment Network.

And the last slide in this section addresses the protection of confidential information. It's another clarification where Social Security does not require prior notice to provide on-site inspections.

I went quickly through the changes. The idea was to show you the changes, and where exactly in the RFA you can find them. Every slide shows the location where you can find that language in the RFA and you can read it after the call with more time. We are also going to post on the chat exactly where you can find that comparison document where you can see the April 2022 RFA and the new changes that were mentioned. So, you'll have that full comparison to see exactly where you can find the information. And with that, I believe I'll turn it back to Derek.

Derek Shields: Thank you so much, Ana, for going through 26 slides representing the changes from the RFA. And, as Melanie mentioned, some of the content can be a little bit dry, but the important part here is that we brought together the revision history of those changes in a single place. And as the questions have shown in the chat, the materials will be available online. We'll have the PowerPoint, an audio recording, and there will also be some recap tools that we mentioned, and we will share those with you shortly and show how to access those.

We are now ready to open the Q&A period. We've had some comments. Just a reminder that if you do have a question regarding services and supports specifically about implementation, our team is gathering those questions to provide a frequently asked questions response. Today, as we mentioned before, Melanie mentioned, we're going to be focused more on the RFA changes themselves. So, please keep that in mind. We don't discourage you from submitting the questions, if you have questions around services and supports, put them in chat, we'll get you those answers separately. If we can go to the next slide, please?

All right. With our Q&A, as a reminder, we have several different ways that you can access us. Many people have been using the chat function in MS Teams. We encourage you to do so. And our team will answer those questions. If you prefer to answer your question live, we have a couple of options. You could use the raised hand feature in MS Teams, and we'll call on you. If you are accessing us today via telephone, we encourage you to ask your question live. If you'd like, press star 5, that will raise your hand. Our team member will then call on you to unmute your phone. If you get called on, then you need to press star 6 in order to speak and have us hear you. And again, we do encourage you to use MS Teams features if you're open to that. And the last choice, if you have access to email and you prefer that, please email us at enoperations@yourtickettowork.ssa.gov . We'll leave these instructions up to help you.

And what we're going to do first is start out and look back at some of the questions that came through chat. I'm going to ask Tammy on our team to come on and start with a question that she captured from chat for our team today. Tammy?

Tammy Liddicoat: Hi, Derek, thank you. Yes, I've got a couple, but I think we're answering almost everything in chat. Melanie may have answered this but, "Can an EN hire a Ticketholder under a different state or federal contract from the Ticket contract and not need a new RFA? We operate under multiple state and federal contracts." I think that's a question for SSA.

Natalie Sendldorfer: Yes, there were two individuals that asked something similar but I'm going to just email them my response and ask them. I told them I'd email them to get a little bit more information before I respond on that.

Tammy Liddicoat: Okay. Thanks, Natalie. Another one. Will the Statement of Understanding requirement be added to the IWP template? Or is that the paragraph that is right before the signature line? Maybe that's a Mary Kay question.

Mary Kay Murphy: Yes, this is Mary Kay. And that is correct. It is already on the IWP 1370 form.

Tammy Liddicoat: Thanks, Mary Kay. This is Tammy again. I just wanted to reiterate what Derek just said about questions in the chat related to services and supports. There are a lot of questions in here related to services and supports that we are going to be putting together in an FAQ, so we are collecting those, and we'll be sending out a document as soon as we can get that ready. So, Derek, I'm going to go back to you to see if we've got questions by phone.

Derek Shields: Thanks, Tammy. Yes, keep your questions coming in chat, we appreciate those. Obviously, you're seeing some responses come in directly from our colleagues at Social Security along with the TPM team. Let's circle over to Katherine. And Katherine, just checking with you, is there anyone with a raised hand interested in asking a question live.

Katherine Jett: Hi, Derek. I see no one with a raised hand. I would just like to advise everyone if you would like to ask a question, just raise your hand by clicking the raise hand icon, or if you're on the phone, press star 5. Turning it back over to you, Derek.

Derek Shields: Thanks, Katherine. I appreciate that. So, if there's been a question that was asked that isn't related to services and supports, but directly related to the RFA changes, and it was lost because of the activity in chat, we do encourage you to post it again. I'm sorry for that inconvenience. We do have a team watching, but it can be challenging as the chat posts go quickly. So, if you have something specific around an RFA change, please go ahead and resubmit that. We'll be patient as those further questions come in.

Katherine Jett: Derek, we have a raised hand.

Derek Shields: Excellent, Katherine. Let's go ahead and call that person, please.

Katherine Jett: All right. Michelle McKnight, you're unmuted. Just click the microphone above and unmute, and ask your question, please.

Michelle McKnight: Hi there. I just wanted to clarify, you mentioned that this presentation will be available for our folks to review if they were not able to participate but I just wanted to let you know that in the past, when you recorded these sessions, I personally am not able to review them. It says they're not within the organization. So, I don't know if there are some permissions that need to be changed in order for folks who are outside of SSA to be able to access the recording.

Derek Shields: This is Derek. I'll go ahead and answer that question for you. There's a couple of different ways to access the recording. We don't actually make the MS Teams recording available to anyone. What we do make available is the PowerPoint and audio recording, and then some supporting files. So, if you're trying to go back into the MS Teams meeting to access that recording, that sounds like it might be what happened, Michelle.

Michelle McKnight: That's exactly what happened. Thank you for clarifying.

Derek Shields: We do have all the other EN Essentials training on the service provider website and you can access them going back to July. That's where we'll post the archive of the material. So, it's at Your Ticket to Work, that website in the EN training area. And we'll drop a link to that for you as well.

Michelle McKnight: Thank you.

Derek Shields: Yes, absolutely. What we wanted to do is have these readily available. You have the EN Foundations modules as the baseline training, but this series should be easily accessed by anyone who wasn't able to be there. That's where we're putting those. And Ana has just dropped that link in chat for you Michelle, but I'm sure others would be interested too. Thanks for the question. Tammy, I'm going to circle back to you to see if we have any other questions coming in.

Tammy Liddicoat: I see one here. So, what happens if an EN is currently part of an Administrative EN? Do they need to terminate their TPA or terminate their agreement with the AEN, and what timeframe do they have for this? I think that's a question for Social Security.

Natalie Sendldorfer: The answer would be yes. One of the agreements would have to be terminated. As far as the timeframe is concerned, Mary Kay, could you tell me what EN that is and I can reach out to them?

Natalie Sendldorfer: Could you tell me what EN was asking the question regarding that?

Tammy Liddicoat: That's Amy Wallish.

Natalie Sendldorfer: Okay. Thank you. I will reach out to her because right now, it's my understanding that we don't have any ENs that are also AENs. So, I will email her.

Derek Shields: Thanks, Natalie. And, Katherine, it looks like we have somebody who raised their hand, could you call them, please?

Katherine Jett: Absolutely. Janine, you are unmuted. Just click the microphone above and ask your question.

Janine: Hi, I have a question when you were talking about the ENs and the AENs. Can you clarify the topic that was being discussed because we are an Employment Network as well as a provider for the AEN? We work under two PID numbers. Is this being changed where you cannot do both?

Derek Shields: Thanks for the question. Natalie, would you like to respond to that, please?

Natalie Sendldorfer: I'm sorry, could you repeat the question? I was in the chat.

Derek Shields: Yeah, we see you're doing two things at once. Janine, please repeat your question.

Janine: Yes. So, we are an Employment Network as well as an AEN, an Administrative Employment Network. Can you clarify the topic that was being discussed on you cannot be both? Or am I misunderstanding?

Natalie Sendldorfer: Yes, that is correct. It was more of a clarification. I believe that's always been the rule that you can't be an Employment Network and also an affiliate for an Administrative EN.

Erinn Weidman: This is Erin. Just to clarify. Did you say you have two different PIDs?

Janine: Yes.

Erinn Weidman: Okay. Natalie, I don't know. I think with that situation is a little bit different. So, maybe if we could take this specific situation offline to discuss.

Janine: That would be great. Thank you.

Ana Morales: This is Ana. I understand what she's asking. She has two business models and is approved for both. That is different, Janine. You can still operate two business models separately and you were approved for both separately. What we are clarifying is if you are an EN, but you also would like to join an existing Administrative EN and work with them as a provider affiliate, that's the part that is not appropriate. But in your case, you have two business models and you're operating under both officially. So, that is different.

Janine: Oh, wonderful. Okay. That clarifies it. Thank you so much.

Derek Shields: Let's go back to Tammy. Tammy, there's been a few more chat posts come in and a couple of questions. Do you have one that you'd like to select?

Tammy Liddicoat: Hi, Derek. Yes. We have a lot of questions about Employer ENs, so here we go. One person is asking, "Who can I call to discuss and ask particular and specific questions surrounding the Employer EN business model?" I'm going to say that you could start with Ana Morales. You can start with Ana and if we need to get Social Security involved, we can. Ana can explain items surrounding the Employer EN business model.

Ana Morales: That's fine. I can be reached at the enoperations@yourtickettowork.ssa.gov email address and we will provide any assistance that you need.

Tammy Liddicoat: Great. Thanks, Ana. So, I have another question. The first page of the change regarding ENs who lose their contract, did it say all of the EN employees can no longer work under another Ticket to Work contract? Is that correct? Natalie or Social Security, that's a question for you.

Natalie Sendldorfer: This is Natalie. Is that the same question that Ana just answered regarding the Administrative ENs?

Tammy Liddicoat: No, this is the one about ENs who lose or have their contracts terminated. Did it say all of the EN employees can no longer work under another Ticket to Work contract? Is that correct?

Natalie Sendldorfer: Oh, yes. It does not say that. It says that they can be marked ineligible. It is on an EN-by-EN basis.

Tammy Liddicoat: Okay. Thank you, Natalie. I do have another question here. What is a provider affiliate? And I'm going to direct that one. Ana, can you answer that question?

Ana Morales: Sure. A provider affiliate is an organization that works under the umbrella of an Administrative EN. They are an extension of that EN of Record. That's how Social Security determines the AEN that is approved. But they could be different providers that provide services to Ticketholders. And they don't have a direct contract with Social Security. They have it with the EN of Record or the Administrative EN, which is the one that has the contract or the agreement with Social Security. And the difference is that the Administrative EN is the name in itself. They administer their program for these provider affiliates. They have all the contact, and they are responsible for the Employment Network with Social Security. And the services are exclusively provided by the provider affiliates. The only service that an EN of Record can provide is benefits counseling, which is what is needed all the time for Ticketholders to be informed in their goal for employment. But that's the only service that they can provide. All the services within that model should be provided by the provider affiliates that join them. And we do have a list of Admin ENs. We have a directory for anybody interested, to reach out and contact them.

Tammy Liddicoat: Thanks, Ana. I have one more question I'll ask and then we'll go back to phones, I think. Can you only have two business models? I'm going to direct that one over to SSA.

Natalie Sendldorfer: Right now, we only have three business models and there are no rules in the RFA for an EN potentially having all three business models, the Traditional, the Employer, and the Administrative EN.

Tammy Liddicoat: Thank you. Derek, I'm going to turn it back to you.

Derek Shields: Thanks, Tammy. As a reminder, if you'd like to ask a question live, please use the raise your hand feature or star 5 on your telephone. We'll check in with Katherine to see if we have any interest for a live question. Katherine?

Katherine Jett: Hi, Derek. We have no raised hands at this time.

Derek Shields: Thank you. We've had a variety of activity in chat. We appreciate that and especially appreciate our colleagues from Social Security answering so many questions. (ENs are asking) please let us know how to save the chat before the call ends. We'll be capturing that and providing it in a couple of summary tools, including FAQs around services and supports. So, thanks, Shona, that will be part of the report that comes out afterwards. Tammy, it looks like we had a couple of more come in. Is there one that you'd like to select for our next question, please?

Tammy Liddicoat: Well, yes and I just wanted to say too, a lot of folks are asking if we can record the chat, but we will have a recording available within two weeks or sooner of the call. Oh, that won't include our chat though. I'm sorry.

Derek Shields: No, but we do take the chat questions that are clearly questions related to the topic and we'll provide those. And again, our team from Services and Supports is on and they're going to take and answer all those, creating a new FAQ tool. We will get those to you. Importantly, you'll also have the PowerPoint, you have the RFA itself, and then you'll have a new side-by-side comparison tool. I think collectively, along with the audio of this session, that will give you a toolkit that will track all of the changes that were made. And as Melanie has stated throughout from the beginning, a lot of these were simply clarifications of what was already occurring. We have about eight, nine minutes left in our session. If you have any questions, keep them coming in. We can stay here and conclude on time. If our questions start to slow down, then we'll move to wrap up a little early.

Tammy Liddicoat: This is Tammy. I have another one. Can a traditional EN have subcontractors or affiliates under their PID? I think that's a question for SSA.

Derek Shields: Yes, go ahead and repeat that if Natalie wants to answer it. She can hear it. She's still active in chat too. So, to clarify, are you asking if your Traditional EN can contract with another organization to provide services to your Ticketholders?

Natalie Sendldorfer: Yes, this is Natalie. There is a difference between provider affiliates and subcontractors. The provider affiliates are an organization that would work under an Administrative EN. But some ENs do have subcontractors to assist them with providing different services when they send a Ticketholder for certain services, if that makes sense. But they would need to also have suitability to work with the Ticketholder PII.

Tammy Liddicoat: Thank you, Natalie. I'm still looking for more questions.

Derek Shields: Tammy, it looks like there's a follow-up that's a little bit more specific that came in.

Natalie Sendldorfer: I am responding to that right now regarding the subcontractors, yes.

Derek Shields: Great. So, Tammy, thanks for the follow-up. And Natalie is going to provide a response in chat in a moment for you there. So, just to call that out. Go ahead, Tammy.

Tammy Liddicoat: So, can we have another IL (Independent Living) Center become a subcontractor and have their own Ticketholders? The answer is no, the Tickets would be assigned to the Traditional EN.

Derek Shields: Thanks for calling that answer out so folks on the phone would know what was going on. A couple of more questions coming in. Tammy, you want to select one of those?

Tammy Liddicoat: I will. It says, "Can you clarify if the Statement of Understanding is already included on the IWP on your Ticket to Work?" The one that's posted. I believe it is. Marie Kay, can you confirm that?

Mary Kay Murphy: Yes, it has always been on the 1370 IWP form.

Tammy Liddicoat: Thanks, Marie Kay.

Mary Kay Murphy: It is right before the signatures.

Tammy Liddicoat: Thanks, Marie Kay. Tammy again. If someone has a question that hasn't been answered in the chat that's related to the RFA changes, please go ahead and raise your hand and ask your question. Otherwise, I'm still mining the questions.

Derek Shields: Thanks, Tammy. We'll take a moment. We had somebody raise their hand for a live question and then it looks like the hand went down. But if you are interested, go ahead and raise your hand again and we'll be able to call on you.

Katherine Jett: Hi, Derek. It was Lauren Wallmach. Lauren, if you raise your hand, we'll unmute you and you can ask your question.

Derek Shields: Perhaps it was already answered, or she decided not to bring that up right now, which is fine. And you can always reach out through the EN operations email box with your question, and we'll direct that to the appropriate folks. It's on the screen at enoperations@yourtickettowork.ssa.gov. Amy responded, "Thank you for the information on the subcontractors." I think that's going over to Natalie. So, we have about one more minute, if you have a final question or a comment, please include that in chat. Tammy, feel free to call on anything. And if we don't have something, then we'll go to wrap up.

Tammy Liddicoat: Derek, I think you can go ahead and wrap up.

Derek Shields: All right, thank you. I appreciate your help today, Tammy and Katherine, and certainly all of our colleagues at Social Security, and our presenters; of course, Melanie and Ana for the content today. If we could go to the next slide, please.
We do have a couple of key resources to share. And there's two, one you're very familiar with, the EN RFA link is on the screen. You know where that location is, but we'd also like to drop some links into the chat. The second one we've referred to several times, the 2023 Employment Network RFA Revisions file. This is the side-by-side comparison that takes all the content that were in those 26 slides and puts them into a side-by-side Excel sheet which is fairly easy to navigate in terms of looking at the past and looking at the present. We encourage you to explore that on the Your Ticket to Work website. And we'll be using that as a tool moving forward so long as the feedback supports it as a way to track it all. There's a comment here, that this is too much information, so what we've done is address that. We've listened and heard and responded by putting this information out and resources in a centralized location. This is easier than trying to find all of the changes yourself by comparing the RFA side by side. The objective is to simplify the changes by putting them in an easier tool. We will also provide materials on our EN Essentials page as well and look forward to offering that within two weeks. If we can go to the next slide, please.

We really appreciate you joining us for this EN Essentials training and focusing on the RFA changes with us. Your questions are helpful to understand the needs of ENs and we appreciate all you do for Ticketholders across the country. If you have colleagues that want to access these, please do visit the EN Essentials page on the Service Provider website where we have the slides and the audio, and the transcript.

On behalf of the Ticket to Work team, I'd like to once again, thank our presenters, Melanie Webb and Ana Morales, for reviewing the important information today and for your participation. We do have some upcoming events that are on the screen.

Tomorrow, November 15, we'll be focused on our WISE webinar on Ticket to Work for America's Veterans. We have a guest speaker and appreciate all of you sharing that information and supporting America's veterans looking to return to work with Ticket to Work. November 28 is the new date for the All EN Call. We have a robust agenda and look forward to having your participation on the 28th. And the final event, on January 23, the EN Essentials session will be focused on completing your EN Annual Performance Outcome Report or the APOR along with the SSA 222 Security Awareness form. We look forward to having some content focused on those two topics and to you joining us on January 23.

We do appreciate your feedback. Please email EN Development and Training at enoperations@yourtickettowork.ssa.gov with feedback and recommendations. In fact, just this morning we received a recommendation that we'll be providing to Social Security. We do take your input seriously and appreciate your participation and focus on helping Ticketholders access work and improve financial independence through employment. This ends today's EN Essentials training.