# TICKET to Work | ENEssentials

**Thank you for joining today's EN Essentials Session.**

**We'll begin at 1:00 p.m. ET.**

You will not hear audio or see captions until we begin.

SOCIAL SECURITY ADMINISTRATION

TICKET to Work

TICKET to Work | ENEssentials

At Your Service:
Who to Contact on the TPM Team

April 10, 2024

# Agenda

- Logistics and Introductions

- Goals for this Session

- TPM Departments at Your Service

- Scenarios

- Questions and Answers

# Logistics

- TPM is recording and capturing the transcript from today's meeting and will make it available on the Your Ticket to Work website at *EN Essentials Learning Events*.

- Per the Ticket Program Agreement (Part III, Section 11 subsection I), EN staff are not permitted to record this meeting nor capture the transcript.

- Please feel free to ask a question in the MS Teams chat section.
  - Please refrain from answering questions in the chat intended for TPM or SSA staff.

- You may send additional questions or comments to:  *ENOperations@yourtickettowork.ssa.gov*

- Closed Captioning is available for participants who join using the MS Teams Application or by using the closed captions link provided in the GovDelivery email announcement for today's call.
  - To turn on Closed Captions in MS Teams, go to the three ellipses at the top of the MS Teams window; click on "More"; scroll down the list to "Language and Speech" then click on "Turn on live captions."
  - When using the link option, paste the link in the browser and it will open a separate window to view closed captions.

# Introductions

**Moderator:**

**Ana Morales**

*EN Development and Training Manager*
*Ticket to Work Program Manager*

**Presenter:**

**Derek Shields**

*Senior EN Development and Training Manager*
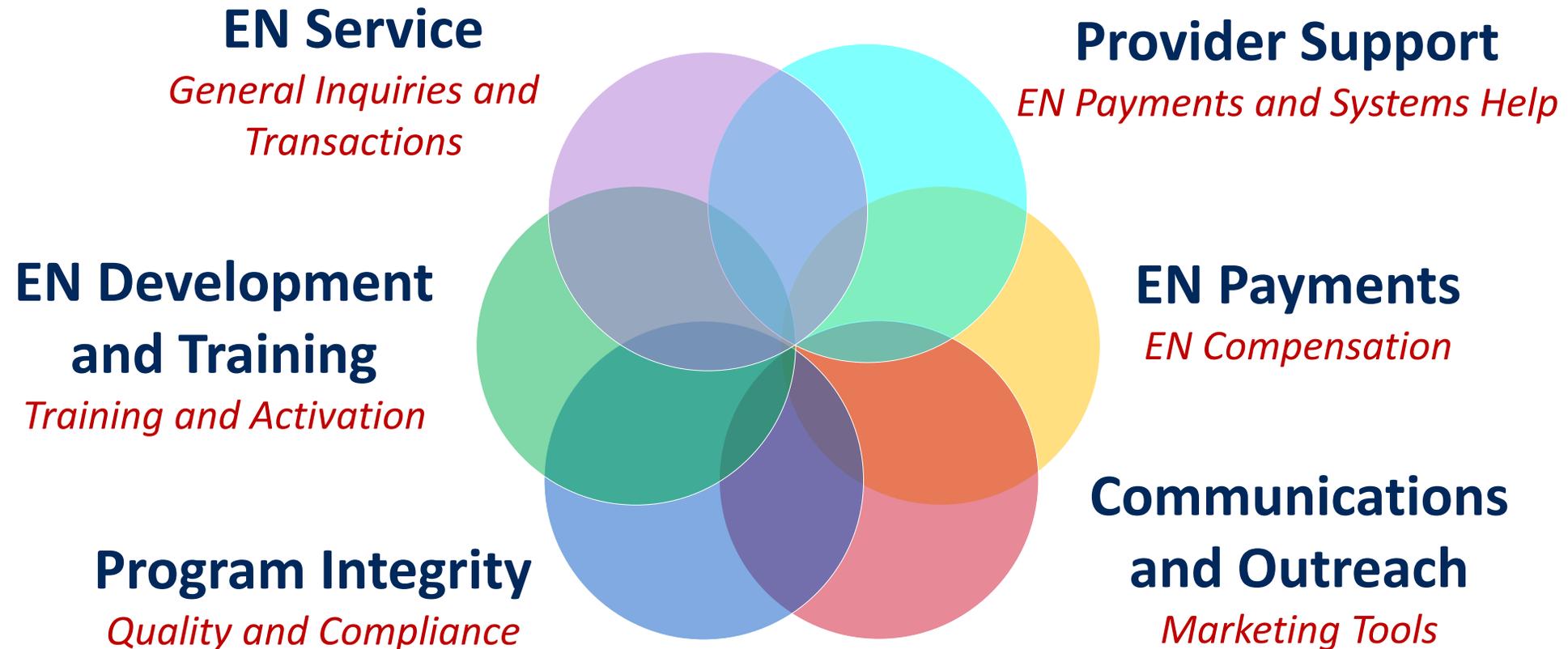*Ticket to Work Program Manager*

# Goals

The Ticket Program Manager team includes several departments that specifically serve Employment Networks (EN). The goals for this session are for ENs to understand:

- What each department is responsible for.

- Which department to contact for the type of help you are looking for.

- How to best reach the department you need.

- Tips for working most efficiently with each department.

# TPM Departments at Your Service

# EN Customer Service Teams

**EN Service**
*General Inquiries and Transactions*

**Provider Support**
*EN Payments and Systems Help*

**EN Development and Training**
*Training and Activation*

**EN Payments**
*EN Compensation*

**Program Integrity**
*Quality and Compliance*

**Communications and Outreach**
*Marketing Tools*

# EN Service Team

**Purpose: General Ticket Program Inquiries and Transactions**

**Terry Simpson**
ENS Support Manager

*ENService@SSA.gov*
- ✓ Include EN PID in subject line.
- ✓ Please allow 24 hours for response.

## Volume

**2023:**
The EN Service Team worked closely with Social Security to process **89,754** EN Service transactions.

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# EN Service

Oversees EN activities for the Ticket to Work Program. In collaboration with SSA, EN Service is responsible for:

- EN Request for Application (RFA)
- Suitability tracking and status
- Security Awareness processing
- Ticket Program Agreement (TPA) Change Forms
- SAM account renewal
- Ticket Portal enrollment and resets
- Approval requests (benefits counseling, cloud-based solutions, Partnership Plus, work from home)

- Administrative EN reports
- Employment verification
- Find Help EN Descriptions/ Marketing Statements
- One of the contacts to which ENs must report Personally Identifiable Information (PII) breaches.
- EN Cure Notices
- Terminations

*For all issues related to appeals, escalations, and quality assurance, EN Support will refer to SSA for review and final decision.*

**EN Service At Your Service**

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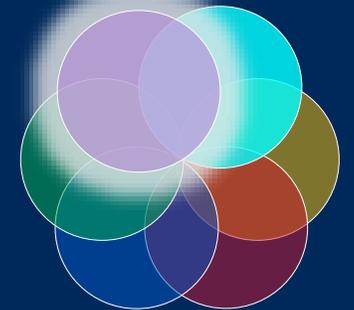
# TIPS *from your* EN Service Team

**Email communication**

- Include "Approval Request" in the subject line if emailing EN Service about benefits counseling, cloud-based solutions, Partnership Plus agreements, or work from home requests.

- Include "PII Breach" in the subject line when reporting a suspected or actual PII breach.

**TPA Change Forms**

- Submit a TPA Change Form to capture and report any organizational changes.
- Add employees prior to the suitability application.
- Always use the most up to date *TPA change form*

**Ticket Portal enrollments and resets**

- Extra Security is required before processing a Ticket Portal enrollment.
- Log into the Ticket Portal every 60 days to avoid suspension or deletion.

**Suitability documentation**

- ALL EN employees need suitability (Exception: Signatory Authority not handling PII).

**Security Awareness 222 Forms processing**

- Include only Ticket to Work Program staff.
- Addendum - include Signatory Authority, and all EN employees (not just suitable employees.)

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# EN Development and Training Team

**Purpose: Training and Activation**

**Ana Morales**
EN Development and Training Manager

*ENOperations@yourticketowork.SSA.gov*
- ✓ Include EN PID in subject line
- ✓ Please allow 24 hours for response.

**Volume**

**2023:**
ENDT graduated **670** Learners, representing **424** ENs, from the EN Foundations curriculum.

Established **EN Essentials** learning events, reaching **1,545** individuals in the first 5 months.

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# EN Development and Training

Oversees initial training, activation and supplemental learning for new ENs and new EN staff; supports recruitment of prospective ENs; and facilitates communication between ENs and State VR agencies to increase Partnership Plus collaboration. EN Development & Training is responsible for:

- EN Foundations Training
  - Enrollment – Learning Management System
  - EN Orientation
  - 14 online learning modules
  - Learning assessments
- EN Essentials Events
- Technical Assistance Guides and Tools

- Supplemental training
- PII Refresher training
- Prospective EN inquiries, support
- Quarterly Partnership Collaboration meetings
- Quarterly All EN Calls

**EN Development and Training**
At Your Service

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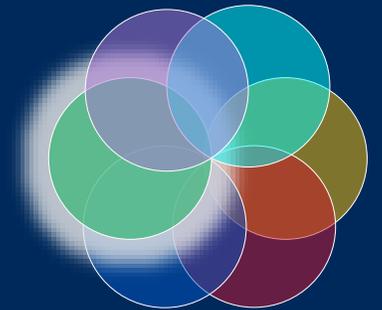
# TIPS *from your* EN Development and Training Team
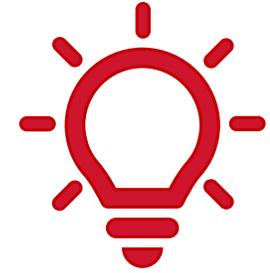
## EN Foundations Training

- Submit TPA Change Form <u>first</u> to <u>ENService@SSA.gov</u> to add or remove EN employees.
  - Identify new main points of contact (POC)
- <u>Name</u> is important – The same name used on the person's application for suitability.
- Note: Completing suitability is part of completing EN Foundations.
  - The EN Suitability Contact should follow up with the training enrollee to ensure all documents have been submitted.
- Must be completed within 60 days from EN award or TPA change form submission date.

## Training and Resources

- Contact *ENOperations@yourticketowork.ssa.gov*
  - Request information about EN Foundations
  - Submit EN Essentials topic ideas
  - Request supplemental training and resources
  - Request information about Partnership Plus

## All EN Call Recaps

- Visit recaps for important information: *Events Archives - yourtickettowork.ssa.gov*

## Events

- Join to ask questions and get answers in real-time.
- *Calendar of Events | Ticket to Work (ssa.gov)*

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# Program Integrity Team

**Purpose: Quality and Compliance**

**Mary Kay Murphy**
Program Integrity Senior Quality Manager

Email: *programintegrity@yourtickettowork.ssa.gov*
GSO: *https://ssa.gov/gso/gsowelcome.htm*
    Select "SSA ORDP" from address list.
Fax: 703-893-4020
✓ Include EN PID in subject line
✓ Send PII using GSO or fax ONLY
✓ Please allow 24 hours for response

**Volume**

**2023:**
Program Integrity completed **367** annual Services and Supports Reviews with ENs.
This included **1,406** Individual Work Plans (IWP) and **2,828** Certification of Services (COS) Reviews.

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# Program Integrity

Oversees Ticket Assignments and EN compliance.  Reviews all ENs annually to ensure TPA compliance with agreed upon services and supports provided to Ticketholders. Partners with SSA to review EN and Ticketholder complaints. Program Integrity is responsible for:

- Annual Services and Supports Reviews
  - 6-month reviews for EN non-compliance
- Technical Assistance Sessions (TAS)
- Ticket Assignment Review (TAR)
- Ticket assignment and unassignment requests
  - Ticket assignment error investigation

- Annual Performance Outcomes Report (APOR)
- GSO Access
- Dispute Resolution/external complaints
- Personally Identifiable Information (PII) violation investigations and sanctions

**Program Integrity**
At Your Service

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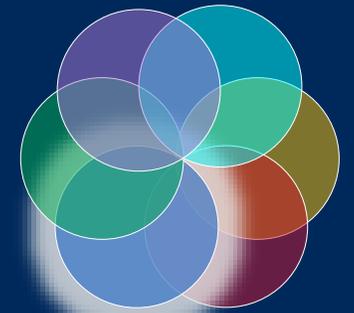
# TIPS *from your* Program Integrity Team

**Services and Supports**

- Send one file for each Ticketholder with correct file name.

- Review prior to sending to ensure all documents are sent for all Ticketholders.

**Ticket Assignment Review (TAR)**

- Not necessary for every new employee to send IWPs for review.

**New Resources!**

> *IWP Submission Coversheet*
>
> *EN Ticket Unassignment Request Template*

**Ticket Assignment**

- In instances where your EN is unable to assign a Ticket and assistance from TPM is needed, you must include the IWP with your Ticket assignment request.

**GSO Access**

- Program Integrity processes requests to add/remove GSO users.

- To reset your GSO password email *uit.edata.mailbox@ssa.gov*.
    - Include "Password Reset" in subject line
    - Include Username in message

**Emails**

- Include enough information for Program Integrity to understand the issue/questions.

# Provider Support Team

**Purpose: EN Payments and Systems Help**

**Sharday Jenkins**
Provider Helpdesk and Document Manager

Call: 1-866-949-3687, option 2 (Payments help) or 3 (Systems help)
Email: *ENPaymentshelpdesk@yourtickettowork.ssa.gov*
  • Payments Inquiries
Email: *ENSystemsHelp@yourtickettowork.ssa.gov*
  • Ticket Portal, Ticket Assignment, Resource Navigation
Mail: Ticket to Work Program, P.O. Box 1433, Alexandria, VA 22313
Fax: 703-893-4020

## Volume

**2023:**
The EN Help Desk handled **3,927** incoming and **216** outbound calls, handled **10, 443** emails, and processed **2,077** faxes and **45,829** pieces of mail.

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# Provider Support

Receives all incoming mail and faxed documents for the Ticket to Work Program and routes to appropriate TPM departments. Receives and handles all EN Payments and EN Systems Help Desk inquiries via phone and email. Helps service providers with information related to:

- EN Systems Help Desk
  - Ticket Portal
    - o Navigation questions
    - o System malfunctions
    - o Fax issues
- EN Payments Help Desk inquiries:
  - Payment status
  - Payment reconsideration requests
  - Payment denials
  - Overpayments
  - ePay

- Ticket assignment status
- Navigation of website for location of forms and resources
- SSA policy clarification

**Provider Support**
At Your Service

TICKET *to* Work
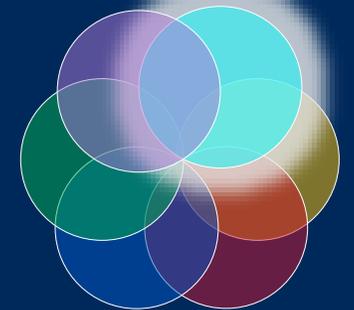
# TIPS *from your* Provider Support Team

**Provide detailed information** so the Help Desk can understand the issue and questions, along with:

- PID Number in subject line, SSA Reference Number (from Portal), Portal Error Screenshot (if applicable, fax only)

**Locate and learn about available tools**

- *Resources | Ticket to Work (ssa.gov)*
  - Learning Modules, Monthly Earnings Estimator, 18 Month Lookback Tool, Payments at a Glance

**Use the Ticket Portal User Guide**

- Step-by-step instructions
- Request Ticket payments
- View pending payment status and history
- Request guide: *ENSystemsHelp@yourtickettowork.ssa.gov*

**Payment Requests**

- Understand payment criteria, policy and/or requirements for payment consideration before submitting for payment.
- Via manual fax line: Payment requests must be submitted via the Ticket Portal, unless the EN receives an error message, or prior authorization was provided by the Help Desk. The EN must submit a screenshot of the error message, a manual payment request form, and all earnings documentation.

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# EN Payments Team

**Purpose: EN Compensation**

**Nicole Black**
EN Payments Manager

EN Payments Help Desk
Call: 1-866-949-3687, option 2 (payments help)
Email: *ENPaymentsHelpdesk@yourtickettowork.ssa.gov*
- Include EN PID in subject line
- Include SSA Reference Number (from Portal)
- Please allow 5 days for case research/response

## Volume

**2023:**
The EN Payments team processed **313,728** cases, including payments, denials, diaries, and cases sent to SSA for processing.
**$140,468,099** cleared the Treasury, including **$14,808,882** in reconciliation payments.

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# EN Payments

The EN Payments team ensures that ENs are properly compensated for the work milestones and outcomes achieved by Ticketholders in the Ticket Program and that such compensation is made in a timely, accurate, and efficient manner. The EN Payments team handles:

- Processing payment cases within 30 days of receipt:
  - Ticket Portal payment requests
  - Quarterly ePay
  - Manual payment requests
  - Payment denials
  - Overpayments
  - Split payments
  - Reconciliation payments
- Quarterly All EN Payments Calls
- Updating payments resources annually

**EN Payments**
At Your Service

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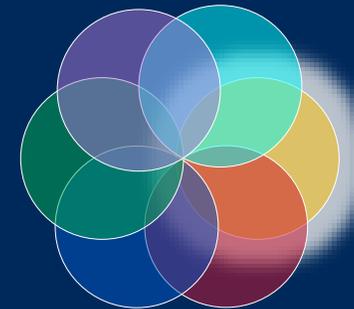
# TIPS *from your* EN Payments Team

**Receiving email**

- Update your contact information using the *TPA change form* to receive outreach emails from the EN Payments Help Desk.

- After submitting a request, monitor email for response from TPM and respond immediately.

**Mail**

- ENs can mail proof of earnings in response to outreach email asking for clear and legible documentation.

**Remember!**

- Request a payment no later than **24 months** following the month the Ticketholder's work and earnings meet the criteria for payment.

**Ticket Portal**

- Fastest and recommended way to manage payments.
    - Track payments in real time.

**All EN Payments Call**

- Submit your topic ideas to *ENPaymentsHelpdesk@yourtickettowork.ssa.gov*

- Visit recaps for important information and updates *Events Archives - yourtickettowork.ssa.gov*

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# Communications and Outreach Team

**Purpose: Marketing Tools**

**Jayme Pendergraft**
Director of Communications and Outreach

To submit success stories, contact:
*stories@choosework.ssa.gov*

For other questions, contact Jayme Pendergraft at:
*jayme.pendergraft@cognosante.com*

## Volume

**2023:**
Hosted 12 WISE webinars attended by more than **4,000** people.
Gained **11,605** text messaging subscribers — a **42.6%** increase from the previous year.
Published 36 blog posts with **117,409** unique page views.

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# Communications and Outreach

Develops, implements and manages an ongoing, nationwide outreach effort to Ticketholders to educate them on the benefits of participating in the Ticket Program. Communications and Outreach is responsible for:

- GovDelivery messages
- Social Media
- Text Messaging Campaign
- Ticketholder Success Stories
- Work Incentive Seminar Events (WISE) Webinars
- Email Outreach
- Blog posts

**Communications and Outreach**
At Your Service

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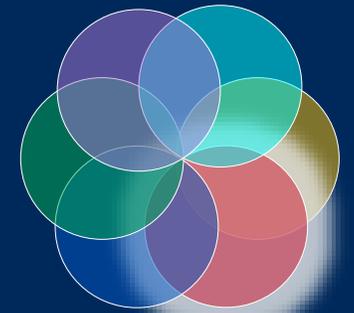
# TIPS *from your* Communications and Outreach Team

**Share social media posts!**

Let us help you with your social media calendar!

- Visit and share our social media.
- Use content we include in our GovDelivery email messages.

**Send Success Story leads**

- For Success Stories, the candidate needs to have worked their way off benefits and be in their Extended Period of Eligibility.
- For Stepping Stone Stories, the candidate criteria is somewhat reduced.

**Tell us what you need**

- Do you want to see content on a specific topic to help you communicate with Ticketholders? Let us know and we'll either send you resources or may develop something new.

**GovDelivery email messages**

- Sign up for public GovDelivery lists at *https://choosework.ssa.gov/contact/*
- Sign up for service provider content by contacting *ENService@SSA.gov*

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# Scenarios

# Onboarding New EN Staff

**Situation:** ABC Employment Network, an established EN, plans to hire Sheila as an Employment Specialist. Sheila will act as the new Ticketholder Contact and will be a Ticket Portal User. They know Sheila must complete the EN Foundations Training and gain access to the Ticket Portal.

- ABC EN emails *ENService@SSA.Gov* to ask how to start the onboarding process for Sheila.

- The EN Service team member advises ABC EN to complete a *TPA Change Form.* ABC EN should complete "Section Four: EN Staff Information" to add Sheila as a new employee, "Section Three: EN Contact Information" to add Sheila as the new Ticketholder Contact, and "Section Five: EN Portal Users" to add Sheila as a new Portal User. ABC EN should submit the TPA Change Form to EN Service within 24 hours of her hire.

  - This form is the **first step** for adding Sheila to their Ticket Program staff and enrolling her in training.

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# Onboarding New EN Staff, cont.

- Upon receipt, **EN Service** processes the TPA Change Form, which adds Sheila to ABC EN's staff.

- EN Service sends an email to the **EN Development and Training Team** instructing them to enroll Sheila in training.

- Thomas, a TPM Training and Activation Analyst, enrolls Sheila in the EN Foundations Ticket Portal Learning Pathway and sends her a "Welcome to EN Foundations Training" email, along with an orientation date.

  - As part of the 60-day training process, Sheila must pass Suitability and gain extra security through her *mySSA account* before she can access the Ticket Portal.

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# First Ticket Assignment

**Situation:** Sheila has completed the EN Foundations training and all requirements for accessing the Ticket Portal. She is now ready to assign her first Ticket. She is unsure about a couple of things.

- Sheila wonders whether she needs to undergo the Ticket Assignment Review (TAR) process since she's a new EN employee.
- She also has questions about the goals section of the Individual Work Plan (IWP) she is developing and would like to have the IWP reviewed before submission.

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# First Ticket Assignment, cont.

- Sheila contacts her Training and Activation Analyst, Thomas, for assistance.

- Thomas lets her know she does not have to go through the TAR process since ABC EN is not a new EN.

- Thomas also informs Sheila that she can have her IWP reviewed by the **Program Integrity** team.

- To avoid a PII violation, Sheila asks one of ABC EN's GSO users to send the IWP and IWP Submission Coversheet to Program Integrity via GSO.

- Jenna from the **Program Integrity** team reviews the IWP and suggests some changes to the goals to make them more individualized to the specific Ticketholder.

- After revising the IWP, Sheila assigns the Ticket via the Ticket Portal.

# First Payment Request

**Situation:** Sheila is ready and excited to submit her first payment request. She's been studying all the Payments resources on the website and the Ticket Portal User Guide.

- Sheila tries to submit the payment request through the Ticket Portal but receives a payment error message.

- Sheila calls the Provider Support Helpline at 1-866-949-3687 about the problem.

- The Provider Support Helpline representative, Laura, informs Sheila that ABC EN will need to submit a manual payment request, along with a screenshot of the error message, via fax to 1-703-893-4020.

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# First Payment Request, cont.

- Laura also points Sheila to the EN Payment Request Form located on the Resources/Forms page of the Your Ticket to Work website.

- Sheila completes and faxes the EN Payment Request Form with the requested screenshot and all required earnings documentation.

- Laura receives the fax and reviews the information to ensure all documentation is included.

- Laura sends the payment request to the EN Payments team for processing.

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# Questions

# Questions

- Please feel free to ask a question in the MS Teams chat section.

- Please refrain from answering questions in the chat intended for TPM or SSA staff.

- If joining via phone and you wish to ask a question:
  - Press *5 to raise your hand and we will unmute your phone.
  - Press *6 to speak.

- If joining via MS Teams and you wish to ask a question aloud:
  - Raise your hand and we will unmute your mic.

- Please limit questions to one per participant. You may send additional questions or comments to:  *ENOperations@yourtickettowork.ssa.gov*

# Upcoming Events

- April 16: Quarterly All VR Call

- April 24: WISE Webinar

- May 7: Quarterly All EN Payments Call

- May 15: EN Essentials: Spring into Marketing but Start with a Plan

- 2024 Calendar of Events:
  - *Calendar of Events - yourtickettowork.ssa.gov*

Email the EN Development and Training Department at *ENOperations@yourtickettowork.ssa.gov* with feedback, recommendations or ideas for future EN Essentials events.