



# EN ESSENTIALS CALL TRANSCRIPT

## OCTOBER 18, 2023

### Managing Your EN Services and Supports Review

**Derek Shields:** Welcome to today's EN Essentials training, entitled "Managing Your EN Services and Supports Review". My name is Derek Shields, and I'll serve today as the moderator for this EN Essentials training. A few have attended the EN Essentials training in the past. Welcome back.

If you're new to the EN Essential series, these sessions are designed to provide content for individuals that are looking to enhance their Employment Network's performance and/or compliance with a variety of policies that are out there for ENs.

The learning events build upon the initial EN Foundations training modules and provide features around other resources and best practices for your consideration, along with some other helpful information and resources.

Before we begin with today's agenda and presentation, I'd like to review a few housekeeping items. First, it is important for you to know that this session is being recorded, and the transcript is being captured. Next slide, please.

For the EN Essentials session today, we will have our welcome and logistics, followed by a presentation, our introductions of our presenters, followed by a review of the *EN Guide for Working With Ticketholders* and our next EN Essentials training event. Then we'll get into the specific content from our presenters today, focused on services and supports review followed by a question-and-answer period. We look forward to your questions. Next slide, please.

I will now review some logistics that are important to make the most out of today's session. First, questions could be asked via the teams chat or via raise hand or telephone via the telephone or raised hand. We'll unmute you at the appropriate Q&A period. That way you can ask your question live. There is a two-step process for doing that and we'll remind you when we have the Q&A session. You can also email a question to us at any point to the email address [enoperations@yourtickettowork.ssa.gov](mailto:enoperations@yourtickettowork.ssa.gov). To access captions, please use the link that was placed in our chat, or you can activate live captions through MS teams in the more actions menu. Next slide, please.

As I mentioned, my name is Derek Shields. I'm the Senior EN Development and Training Manager for the Ticket Program Manager, and I'm today's moderator. We'll be joined today in a little bit by Brittney Boyd and Glynis Moore on our EN Development and Training team. Brittney



and Glynis are Training and Activation Analysts. We're also joined today by three members of our Program Integrity Department: Mary Kay Murphy, a Senior Quality Manager, LaKesha Hunt, Program Manager, and Tiffany Beeman, Senior Quality Analyst. So we will welcome these individuals to the session shortly, but before that, I'd like to go to the next slide.

The *EN Guide for Working With Ticketholders* was published earlier this year. Social Security and TPM to announce this resource to help in developing relationships with Ticketholders and supporting them through their journey to financial self-sufficiency.

The EN Guide provides specific tips around conducting a thorough intake discussion, creating and updating a detailed individual work plan, assigning and on unassigning Tickets, and preparing for the IWP and Services and Supports Review.

ENs can access this guide on the service provider website under the resources page. Then go to tools for success, and on the EN page working with Ticketholders section to begin using this resource if you haven't yet. We do encourage you to contact us via email at [ENoperations@yourtickettowork.SSA.gov](mailto:ENoperations@yourtickettowork.SSA.gov) with any questions or comments you have related to the guide. Next slide, please.

The training today is our fourth learning event in the EN Essentials series. These sessions feature information from the new EN Guide, with tips and details to support your EN's performance and compliance. We are pleased to announce that next month's EN Essentials training will be on November 14, focused on Request for Application or RFA updates that have occurred in 2023. So please mark your calendars for November 14 at 1:00 p.m. Eastern Time for the next EN Essentials topic. We will be taking December off, but we'll be coming back to you with a monthly calendar of 2024 activities. Next slide, please.

Let's now turn our attention to the content for today's Essentials training, which will include these five sections. An overview of the services and supports review. Notice of upcoming services and supports review. Number three, request for documentation. Four, responding to the request. And five, the services and supports review itself. With that overview, let's move forward to the next slide, and I'm now pleased to introduce Glynis Moore to cover the overview of the services and supports review. Glynis, over to you.

**Glynis:** Thank you, Derek, and good afternoon, everyone. So let's begin by discussing what is a Services and Supports Review. Next slide, please.

A Services and Supports Review is a review of the EN documentation to verify the EN is actively working with Ticketholders and providing the services and supports agreed upon and assigned Individual Work Plan. Every EN will go through a Service and Supports Review yearly. Most often the contract award month is the month of the review, which there can be exceptions. Program Integrity will send a request for documentation for a random sampling of social security numbers currently assigned to your EN.



Prior to the request for information, the Signatory Authority and Program Contact will receive an email notifying the EN of the upcoming Services and Supports Review that is scheduled for the next month. Next slide, please.

Following the checklist can increase your chances of having a successful Services and Supports Review by starting with a well written and detailed IWP, provide the Ticketholder with the agreed upon services and supports. Amend the IWP when needed and store amendments with the original IWP. Maintain and properly file records for assigned Ticketholders and the last three years of documentation, excuse me, for unassigned Ticketholders.

Document detailed case notes such as communications, contact attempt dates and services provided. On a regular basis, review your Ticket assignment list. Unassigned Tickets for Ticketholders you are not actively working with or with whom you've lost contact.

Review Ticketholders' files regularly to determine adjustments needed for the IWP goals and services. Identify the staff who will gather the required documents and of multiple staff who will submit the documents. Lastly but very important is to create a separate file or PDF for each Ticketholder's documents. Next slide, please.

Here we will identify the process flow. At least three to five days before the review month, TPM will send any initial reminder email. At the start of the month, TPM will send requests for documentation via Government to Government Services Online GSO account. Within 10 business days, ENs will respond to the request. ENs must be timely or risk cure notice. Before the end of the following month, TPM sends the Outcome Summary Report. Next slide, please.

When transmitting information, TPM uses GSO to securely transmit personally identifiable information, PII, for the Services and Supports Reviews. Must be in EN GSO user linked to the Program Integrity GSO account which is the SSA ORDP. ENs may have up to two suitable staff as GSO users. ENs should send an email to Program Integrity to remove users from GSO, to request GSO access for suitable staff and the email should include, excuse me, EN's PID, name and full address, users first and last name, telephone number extension if applicable and email address. And to request a password reset, send an email to [uit.edata.mailbox@ssa.gov](mailto:uit.edata.mailbox@ssa.gov). Next slide, please.

Now let's dive a little deeper into the process flow previously reviewed, starting with the initial reminder email. Next slide.

When an EN is scheduled for Services and Supports Review, Program Integrity will email a notice to the Signatory Authority and the Program Contact. The notification includes the name of the EN's GSO users on file with Program Integrity along with instructions for users to test their access. There are also instructions on what the EN needs to do if the user can't log in, need to change users or if there are no users identified. Program Integrity should be notified about additions or deletions to the list of GSO users.



This email also provides the additional documents SSA requests ENs to send currently. ENs must communicate internally to ensure only one individual responds to the request and does so in a timely manner. Next slide, please.

An example email on this slide that includes the following key points and inform the EN of the upcoming reviews, excuse me, that a separate email will be sent to the GSO account with specific beneficiaries' names and details, will receive the email in their GSO account, excuse me, and instructions for them to log in. It is a requirement to have at least one suitable staff member to access GSO. Next slide, please. The next slide, the next step, excuse me, in this process flow is the request for documentation. Next slide.

Program Integrity will send requests via GSO for ENs with the GSO user link to the Program Integrity GSO account. Once Program Integrity sends the request through GSO, the EN receives an email at the business email address that was used to request the GSO access. This email lets the GSO user know to check GSO. Users following a manual process will receive requests and the agreed upon method. The EN must submit the requested documentation within 10 business days. If an EN has two GSO users linked to Program Integrity, Program Integrity will send requests to both accounts. Again, ENs must communicate internally to ensure only one individual respond to the request and does so in a timely manner. Next slide, please.

If your EN is unable to create a GSO account, a Program Integrity analyst will send an email to set up a call to establish a secure manual process to send documentation. Typically the process will be by mail or fax. This will most likely increase time to complete the Services and Supports Review. ENS must respond promptly and follow up as necessary to ensure an alternative process is established. When using a manual process, program integrity will require the same information to complete the Services and Supports Review. ENs must follow the manual process established to securely transmit information, and EN must always protect PII. Next slide, please.

This request form will contain a list of SSNs of each Ticketholder, which will require Individual Work Plans and all amendments, which must be signed and dated by both parties, Ticketholder and a suitable EN staff. Certification of Services statements, all case notes with proof of ongoing contact and services and supports provided for the previous 12 months. For example, reviews conducted in October 2023 require the case notes for September 2022 through September 2023. Next slide, please.

Program Integrity will also request the following documents if applicable. Partnership Plus agreement, Benefit Counseling certification and addendum, proof of workforce EN status, work from home request and addendum, cloud storage provider license. And please note that the above documents were previously collected during the Annual Performance Outcome Report. Next slide, please.



So for this next section, I am pleased to introduce my colleague, Brittney Boyd. Brittney, over to you.

**Brittney:** Thank you, Glynis. Before we move to the next slide, let's give a little recap of what Glynis reviewed. She told us what the Services and Supports Review is, provided us with the instructions for setting up and accessing the EN GSO account or a manual process as well as what is included in the request for documentation. I will now discuss the proper way for ENs to respond to that request form. Next slide, please.

When responding to the request for documentation, ENs are given 10 business days from the date of the request to submit their IWPs, COS statements, case notes, and any other requested documentation. Submission of IWPs and all amendments should include all pages, and as Glynis previously stated, be signed and dated by both parties, the Ticketholder and a suitable EN staff. COS statements should be signed and certify that ENs are maintaining contact and providing the services and supports agreed upon in the IWP. Next slide, please.

When submitting case notes, be sure that they provide ongoing contact proof, documented contact attempts, and the services and supports provided, which should include dates and modality. This should be for at least the previous 12 months. Case notes must also provide evidence of information requested on the EN COS statement form. ENs are allowed to make references to case notes on the COS form instead of duplicating content.

ENs should only use references if the case notes are clearly labeled by page number or file name and be sure to include where on the page you are referencing, if applicable. Please note that ENs should always follow the TPA guidelines for two-way communication and documentation. Next slide, please.

When submitting your completed package, reply directly to the initial GSO message you received from Program Integrity. Do not attempt to create a new message. Display at Do not encrypt or password protect the attachments sent via GSO. The GSO accounts are designed to securely transmit information. Using password protected documents will increase the time to process the requests and may result in TPM requiring the EN to resubmit information. Documentation for each individual Ticketholder should be packaged in a separate document. Do not combine multiple Ticketholders into one Word doc or PDF file. Next slide, please.

The final step in the Services and Supports Review is receiving your Outcome Summary Report from Program Integrity. Next slide, please.

After reviewing the documentation, Program Integrity will respond with an Outcome Summary Report via GSO. This will have a result for each Ticketholder. Each IWP and/or COS review will receive one of the following results. Compliant, needs improvement or noncompliance. Next slide, please.



Receiving a response of Compliant, this indicates that the EN satisfactorily met with minimal or no issues the requirements as outlined in the TPA Part Three, Section Four. Some examples include: all requested documentation was submitted, all signatures were included on both the IWP and the COS statement forms, the services and supports provided matched what was agreed upon in the IWP, and the EN has maintained the mandatory minimum regular contact, and it is documented with dates. Next slide, please.

When receiving a response of Needs Improvement, this indicates that the EN did not consistently apply the requirements as outlined in the TPA Part Three, Section Four. Examples include: the EN is sporadically providing services and supports to the Ticketholder, contact with the Ticketholder is inconsistent and does not meet the minimum mandatory contact requirements and/or attempted contacts are not individualized and not documented in the COS statement form or the case notes. Next slide, please.

When an EN receives a Needs Improvement outcome summary, the EN's actions must include regaining contact with the Ticketholder, properly documented services and supports per the mandatory regular contact policy and providing services on a consistent basis that align with the IWP. A technical assistance call with Program Integrity may be required to review the IWP best practices with the EN staff. Next slide, please.

Receiving a response of Noncompliant indicates that the EN did not meet the requirements outlined in TPA, Part Three, Section Four. This includes the EN is unable to provide the completed IWP for the Ticketholder with a signature and a date, the EN is not actively providing services and supports to the Ticketholder, and/or contact has been lost with the Ticketholder, meaning there's no contact for over a year and no documentation of contact attempts. Next slide, please.

When an EN receives a Noncompliance summary, the EN will be required to attend a technical assistance or task session to discuss the areas of improvement and the next steps toward compliance. The EN will be placed on an ePay suspension and will receive a follow-up six-month review after the test session. If at the six-month review the EN remains noncompliant, the ePay suspension will continue, the EN will be required to go through Ticket Assignment Review, and they may receive a cure or termination notice. Next slide, please.

After reviewing your outcome summaries, I believe this is a good time to go back and review the success tips that Glynis shared with us previously. Be sure to start with a well written IWP. Provide the Ticketholders with the agreed upon services and supports. Amend any IWPs when needed and store amendments with your original IWP. Be sure to properly maintain and file all records for assigned Ticketholders and maintain the last three years of documentation for unassigned Ticketholders. Document detailed case notes, which includes your communications, your contact attempts with dates and the services provided, regularly reviewed Ticket assignment lists and unassigned Tickets for Ticketholders you are not actively working with or



with whom you've lost contact. Review Ticketholder files regularly to determine adjustments needed for the IWP goals or services and support. Identify the staff who will gather the required documents, and if this includes multiple staff, who will submit that documentation. Lastly, create a separate file or PDF for each Ticketholder's documents. This information can also be found in the *EN Guide for Working with Ticketholders*, which has a more detailed checklist of tips to help you have a successful Services and Supports Review. The link will also be provided at the end of this training. Thank you all for your time.

I will now hand it over to Derek for our Q&A session. Derek, over to you.

**Derek:** Brittney and Glynis, thank you very much for going through our prepared presentation and your remarks on the content. You know using the checklist and also thinking about the process flow, I appreciate how you broke it down to notification request for documentation, responding to the requests, including how to submit and then the summary report and the types of responses and the different nuances between those. If this is new information to you, I'm sure it helped create the workflow a little bit more clearly. After this has gone through, you know, you're more experienced than this. Perhaps we're picking up some different descriptions and nuances that can help.

It is now time that we open up the Q&A, and as a reminder, I'd like to bring up some reminders about how you can participate in Q&A. Of course, you have the option to use chat, and we have some questions that have been in chat about some of the comments that were mentioned throughout the presentation. A handful, perhaps around 10 to 12 questions, and those that haven't been answered yet will be answered during the Q&A.

If you prefer to answer or ask a question and have it answered live, you can raise your hand. This is done on Teams by telephone by dialing star 5. And if you're called upon, the second step in the process is then to hit star 6. Of course, on Teams, you could use the raise hand feature and we will call on you. We do ask you to only ask a single question and to try to pay attention and not have the same question asked twice. With that, I would like to start out our Q&A period by asking LaKesha Hunt, our Program Manager with the Program Integrity Department, to bring up any questions that have come through. chat for our team. LaKesha.

**LaKesha:** Hello again everyone. This question is for Tiffany. Can addendums be a Word doc or service entry that is signed by the beneficiary and a TTW staff working with that individual?

**Tiffany:** Hi LaKesha, thank you for that question. And the answer to that is yes, but both parties must still sign the addendum as well, and it should clearly state that it is an addendum.

**LaKesha:** Thank you, Tiffany. And then there was, you've already answered the question which I've seen a couple of times was, "Does the consumer also sign and date the new addendum document?"



**Tiffany:** Yes, the consumer should also sign the addendum document, because that is a change to the document. So the consumer should sign as well.

**LaKesha:** Then this question is for either Mary Kay or Tiffany. “What should be included in an IWP addendum?”

**Tiffany:** I can answer that one as well, LaKesha. Again, we should include, should be including what is actually being amended there — what the addendum is, what the change is. That should be included. The Ticketholder's name should be there as well. Like you said, the signatures should be on the addendum as well as the dates.

**Derek:** Thanks Tiffany and LaKesha, I'm going to jump in here and switch over. It looks like we have one of our attendee's hands raised, and I'm going to ask Katherine to help identify that person and bring them off mute. Katherine.

**Katherine:** Hi Derek. We have Justin who has his hand raised. Justin, you are unmuted. Go ahead and ask your question, please.

**Justin:** Hi there. Hopefully you guys can all hear me.

**Katherine:** Sure.

**Justin:** Alright, fantastic. So I asked the question in the chat, but unfortunately it seems like the folks running the chat have moved on, and I wouldn't say skipped over it but didn't answer it. If an EN provides services under two PIDs and has only one staff member working the program, i.e., my program, do we have to perform two separate Supports and Services Reviews? Or is there any way that we might be able to request that only one be done? Because that's just double the work for us, seemingly no real difference in payoff besides just doubling the work.

**LaKesha:** Thanks for your question, Justin. I can, I can take that if you'd like. So the Services and Supports Review is based off of each individual EN, each individual PID. So if you have two separate EN, separate PID numbers, you would have a Services and Supports Review for each of your ENs.

**Justin:** Yes, I understand that. I'm wondering, is there any way that we can only just do one review instead of the two? Because the one staff member, myself, runs both ENs' PIDs, both PIDs simply because there's not much call from multiple staff members. It's just one.

**LaKesha:** Yeah, we would be reviewing both PIDs to make sure that the services and supports and IWPs are compliant under both PID numbers; the services and supports provided under both PIDs are the same. The tick, are you saying you have the same Ticketholders?

**Justin:** No, no. The Ticketholders are different across both PIDs. You can't assign the Ticket two times. But what I'm saying is that the services that we provide to both PIDs are the same.



So why would we have to --

**LaKesha:** We can take we can take this offline if you want to shoot Program Integrity an email. We can discuss this individually. But yes, it really should be two separate reviews because they are two separate accounts.

**Justin:** Okay, thank you very much.

**LaKesha:** Thank you, Justin.

**LaKesha:** Derek, we have no more raised hands at this time. Thanks for the question, Justin, and thanks, Katherine.

**Derek:** Yeah, this is Derek again. If for some reason we weren't able to answer your question in chat, as some of you know, that MS Teams chat can go by quickly. And you would like to ask your question again, we encourage you to do so by raising your hand or hitting star 5, then star 6 on the telephone, or placing it in chat again. That way we can ensure we don't miss the opportunity to hear your question and get a response for you. Katherine, we have another raised hand.

**Katherine:** All right, Derek. And we have Andrea. Andrea, you are unmuted. Go ahead And ask your question. Hi, Andrea. Just need to click microphone up top and unmute yourself and ask your question please. It looks like, go ahead, Andrea. We can hear you now.

**Andrea:** Okay, great. I'm sorry, technology is not my strength. My question is about the retention of documents for the unassigned. I guess I'm a little confused. Does this mean we'll have to continue to connect with the unassigned people after we've unassigned them? And why do we need to keep that three-year documentation?

**Derek:** Thanks for the question. Anyone from Program Integrity would like to respond to Andrea's question.

**Mary Kay:** Yeah, this is Mary Kay. Hi, Andrea. That is a guideline in the RFA, your TPA, that SSA requires you to keep the documentation for up to three years. SSA could, even though the Ticket's unassigned, at some point, there could be a review required. So you have to just maintain that for three years.

**Andrea:** And is that, when you talk about, do, is it the unassignment process, or is it the IWP and a COS and everything else?

**Mary Kay:** So when you unassign the Ticket, first off, I think you did ask something about maintaining contact. If you unassign the Ticket, you will not need to be contacting the Ticketholder. But any materials, case notes, IWPs, amendments that you have for that Ticketholder, you should maintain for three years.



**Andrea:** So what if I haven't been doing that? And I just because I, you know, I get rid of files. What happens then? I mean, I could do it moving forward but going back.

**Mary Kay:** Yeah, I would definitely say moving forward and if at some point you were asked for that information, you would have to let us or, you know, let TPM or SSA know that you did not have those documents.

**Andrea:** Okay. And will that count against compliancy?

**Mary Kay:** Well, that's not part of your Services and Supports Review. We only will pull active Ticketholders as part of the Services and Supports Review. It's just that it's an RFA requirement by SSA, I should say RFA, it's an SSA requirement to maintain those documents for three years.

**Andrea:** Okay, thank you. And now I understand it. I appreciate your explanation.

**Mary Kay:** Perfect.

**Andrea:** Very clear too.

**Derek:** Thank you, Andrea. We have Beth. You're unmuted. If you would unmute yourself and ask your question please.

**Beth:** Hi, Beth Pascarella.

**Derek:** You are unmuted. Just click the microphone up top of your screen and you'll unmute, and you can ask your question.

**Beth:** Okay.

**Derek:** No problem.

**Beth:** Our question is that we do a lot of Zoom meetings, so we have our clients do signatures with their permission while they are, you're Zooming with them at the end of the documentations as we're going through the documents. Is there a problem if it's done electronically when you submit and seeing those or anything like that? In other words, do you need ink versus electronic for signatures?

**Derek:** Mary Kay?

**Mary Kay:** Yeah, I can take that question. So, it is acceptable to have the wet signature, which would be the, you know, just signing, hand signing the document or an electronic signature. But the electronic signature does need to be dated as well.

**Beth:** Yes, we put the date in. Yeah, yeah.



**Mary Kay:** It has to be the electronic date, not like just a hand, you know, a typed date. The electronic signature has to be a true electronic signature.

**Beth:** Yeah, good. Thank you for that clarification.

**Mary Kay:** Thank you, Beth. And Derek, I'll turn it back over to you.

**Derek:** Thanks for the question, Beth, and Mary Kay for your response. Let's switch back from Katherine back over to the chat questions and check in with LaKesha. LaKesha, there's been a few questions that have come in. Do you have any for our panel today?

**LaKesha:** Yes, I have three. The first one is, "Does attempted contact count as a contact?"

**Tiffany:** Hi LaKesha, this is Tiffany. I can take that question for you. Attempted contact does count as a contact attempt, but you have to keep in mind that it depends on also the phase in which the Ticketholder is currently in. So if they're in their Initial Job Acquisition phase, then we still want to see that monthly contact that the EN is attempting to contact that Ticketholder at least three times within one month.

If they're on the ongoing support phase, then what we're looking for, we should still see three attempted contacts or three contacts, but it would be over a period of three months. I hope that helps.

**Derek:** Thanks, Tiffany. LaKesha, next question.

**LaKesha:** Okay, the next question is, "If the beneficiary is employed, the documentation would reflect contact at minimum, every three months. Is that correct?"

**Tiffany:** That kind of goes back to the last statement. It all depends upon the phase that the Ticketholder is in. So even if they're working but they're in the Initial Acquisition phase, then you will still need to make more than, you know, like, well, it would be monthly then. I'm sorry that would be a monthly contact. But if they're in the Initial Ongoing Support phase, then the contact is over a three-month period.

**LaKesha:** Thank you, Tiffany.

Then if an EN receives a Compliant rating, will there be any personalized information and/or notes in the GSO Outcome services report?

**Tiffany:** That question, I'm not understanding the GSO Outcome Summary report is that – That's probably the service and supports summary. Okay, the summary.



If the EN is found compliant on their review, you will not have any initial, you know, notes or information if you're found compliant. If it's a Noncompliant or Needs Improvement, there will be certain notes in there that pertain to the Services and Supports Review.

**LaKesha:** Thank you, Tiffany.

**Derek:** LaKesha, any other questions at this time?

**LaKesha:** No, Derek, that is it.

**Derek:** We're answering everything else in there. Okay, great. I'll just summarize a couple of comments I've seen. A couple of folks have asked the question is the recording or PowerPoint available?

Our EN Essentials training page, which I'll refer to as a reminder at the end of the event does have archives of these materials in the forms of the PowerPoint and audio recording and a transcript. So that is available at a later time. We try to have these posted within two weeks after the event. There's another comment.

Does anyone have a plan you'd be willing to share for rolling out a Ticket to Work Program as a new EN? Looking for insights and ideas. Got a thumbs up, and somebody responded thanks. You should definitely consider joining NENA. So I would encourage you to use the training modules and the other recordings from the EN Essentials training.

We had a comment that I wish this training was before yesterday. We can access these and use them in developing your required and optional standard operating procedures for sure. With that, continue to submit your questions via chat. I'm going to bring Katherine back. It looks like we have another raised hand, Katherine.

**Katherine:** Hi Derek, we have Jan Johnson. Jan, you're unmuted. Ask your question please.

**Jan:** We had a finding that said that we had provided services that were not on the IWP. And we just have no idea, since all the services are always the same, you know, send out job leads, went to a job fair. We have no idea what that might mean.

**Derek:** Thanks for the question. Let me bring somebody in from Program Integrity to give some examples of when that happens as a finding.

**Mary Kay:** Yeah, this is Mary Kay. So that would fall in, we're looking to see if there's amendments, you know. So when we do the Services and Supports Review, we're looking at the services that are listed on the IWP as what you're going to provide to that particular Ticketholder. We do get and understand that circumstances may change, and you may have not realize that a Ticketholder needed to have a particular service. But down the road maybe



a year later you determined they need some additional training or certification, and you started providing that. This is where an amendment to the IWP should occur. So that's what this is just indicating that there were services that were being provided, per the case notes, that were not identified on the original IWP.

**Jan:** Thank you.

**Derek:** Thank you, Mary Kay. Hopefully that will help in connecting the finding to the notes and perhaps some modification to those notes. Any follow on question there?

**Katherine:** I think we're good.

**Derek:** Katherine, do you want to go to the next raised hand, please?

**Katherine:** Absolutely. We have Reability, you're unmuted, just unmute yourself and ask your question, please. Yep, you got it.

**Erin:** Hi, yes, this is, thank you. This is Erin from Reability. And so I've been an EN for over a decade, and it seems like your requirements, while they are very understandable, for tracking, you know, who is doing what and providing what services, it seems very paperwork heavy. So and I have talked to the Ticket work program about this. But you know, I'm a single person, EN, and I do a lot of email contact with my clients and phone calls, of course, and meetings.

But it's really hard to categorize every single little thing I do, and I just kind of feel like we're forced to being lawyers nowadays, you know, proving everything. So I just wanted to see if I could get feedback from people of how they're managing this. And because I think it's really paperwork heavy now compared to how it used to be. Thank you.

**Derek:** Thank you, Erin. Thank you, Erin so much for your comment. Perhaps it's also a recommendation to provide EN Essentials training for smaller ENs that are providing services and how to meet the compliance requirements, something that we'll take a note of. Anyone from Program Integrity. Mary Kay, do you have any reaction or comments for Erin?

**Mary Kay:** No, I agree, Derek. We can take that back.

**Derek:** Okay, so thanks, Erin. If you also want to provide that in a more long form recommendation, you could email our [enoperations@yourtickettowork.ssa.gov](mailto:enoperations@yourtickettowork.ssa.gov) as a recommendation for future content, and we could bring that to Social Security too. So we appreciate your comment. Katherine, any other raised hands at this time?

**Katherine:** Hi, Derek. No, Sir.

**Derek:** Thank you. Let's loop back to LaKesha. LaKesha, I know you've been watching chat. Do you have, and been responding along the way in chat. Any other questions that have come in or comments that you'd like to bring forward based on those questions or comments in chat?



So there's one question we did answer it in chat, but I think it's worthwhile to mention here. We were told all signatures on IWPs had to wet signatures. What is a true digital signature. And that's for you, Mary Kay.

**Mary Kay:** You know it is an electronic signature. Usually it's an Adobe. I'm, quite honestly I'm not sure of all of the options, but it would be a signature that provides a date stamp, so it's a, you know, basically a typed signature for the Ticketholder. And then it includes automatically a date and, basically a date and time stamp that would be electronic. Adobe is probably the most common form of electronic signatures.

And hey, Derek, I saw a couple of questions, kind of similar questions, if I could jump in ahead of LaKesha and address them. Absolutely, go for it, Mary Kay.

**Mary Kay:** Thanks. So there was a couple of questions about Ticketholders being unassigned and wait, I'm being asked to provide information for this individual for my Services and Supports Review. What we have found that sometimes happens is, so we pull active Ticketholder report is say a week to two weeks prior to us sending out your request. And so we're pulling those that the portal would be showing as active Ticketholders.

There are times that, you know, you happen to unassign a Ticket within that time period. And if that's the case, then you just let your analyst know that this Ticket was, you want to sign this Ticket, and we would send a new Ticketholder to you for review. It's also possible that you lost, you know, the Ticketholder didn't want to be part of the program, and you thought you want to sign the Ticket.

You can let us know that as well, but that is something we would review, and we would still ask you to send in information. And in some cases, it could work either way. We ask you to send the information, or we may select another Ticketholder for you, you know, for you for the review. But we really want to review active Ticketholders only. And it just if somebody still happened to remain active when you thought maybe you unassigned the Ticket, that's why we're requesting those.

**Derek:** Thanks, Mary Kay, for circling back to those items in chat and addressing them here.

LaKesha, chat's gotten fairly active again with a few comments and questions. Any of those that you'd like to call out for the panel?

**LaKesha:** There is a question that's related to when you would receive your audit request. So "When would an EN receive audit request?"

**Tiffany:** Hi, LaKesha, this is Tiffany. I can answer that one for you. Requests, or your reviews are based upon the EN's award date or award month. So if your award month, just say for example is coming up in November, you can expect to receive a request either the last week of October or the first week of November. But reviews are always based upon the EN's award month.



**LaKesha:** And Tiffany, a similar question too, when the review will start. The next question would be when would you expect, “When would an EN expect to see or have the summary of the review?”

**Tiffany:** The summary is usually sent out the following month, like the middle of the following month of the review. So again, let's use this month as an example. If you're being reviewed for the month of October, you can expect to receive your summary by mid-November.

**Derek:** Thanks, Tiffany. Oh, go ahead LaKesha.

**LaKesha:** I was going to say I think that I do have here where one is staying on the same lines as how would I find out our award month? The EN can look at their TPA to find out the one that they signed their TPA. Or they could contact EN service as well. They would give them their award month.

**Derek:** Thank you, LaKesha and Tiffany for those questions and answers there.

We have an individual asking how to unmute themselves via telephone. Just want to circle back to Katherine if we had the ability for that individual to do so. It's a two-step process. Star 5 would raise your hand, and then we would kind of unmute you on our side. And then you would have to hit star 6 to unmute yourself on your side once we call upon you. Katherine, any hands raised out there via telephone?

**Katherine:** Hi, Derek. No, no raised hands at this time.

Okay, well, we have a few minutes left for more questions. So we do encourage you to give that a try. And if you're unable to, you can always submit your question afterwards to us in the Development and Training team at [enoperations@yourtackettowork.ssa.gov](mailto:enoperations@yourtackettowork.ssa.gov). Or you can reach out to the Program Integrity team too.

It is about eight minutes to the hour. We have about five minutes left for Q&A. I see a couple of other comments or questions have come in. LaKesha, do you want to pull any of those for our panel?

**LaKesha:** Yeah, I have one here, and maybe Natalie may be able to answer it.

“Are Ticketholders automatically unassigned from the program by SSA TTW when they age out at 65?”

**Natalie:** Yes, this is Natalie. They will be unassigned when they reach the full retirement age. So it might not necessarily be age 65.



**LaKesha:** Thank you, Natalie. And I believe there's a question I've seen a couple of times here. "Would it be possible to receive an email to the business email as well as the GSO email if documentation is missing?" Thanks for the question. Mary Kay, do you have a response?

**Mary Kay:** Sure. That's, we typically just send it directly to GSO because it contains PII information. Again, that's something we can take back to see if we can adjust our process to include that sending to, it would just be basically an email that says, hey, check GSO for missing information.

**Derek:** Thanks, Mary Kay.

LaKesha is trying to assist Anthony in asking the question.

**LaKesha:** Katherine, is it possible that we could find Anthony on the telephone and unmute him?

**Katherine:** Sure, one moment please.

**Derek:** Absolutely. Hi, Anthony. I don't see that you have raised your hand, let me say find you just one moment please. Yeah, and in the meantime, thanks, Katherine.

We're trying to find you, but we can't get your association with your chat name and your telephone number. Anthony, if you're able to submit your question through the chat. That would be our best backup at this point as we look to the end of the session in several minutes.

LaKesha, a couple of other comments in chat. Do we have one or two more we can pull before we wrap up today's session?

Let's see, "What is the average turnaround from submission?" I think we've actually answered that question. Was related to the final report, and we said that the final report can be one month following your review month.

So if you, Tiffany said if you have your review in October, you should expect your final report in November. Keeping in mind this is dependent on when you submit your documentation. If you submit after your first request versus after your second or third request.

And then there's a question on, I think Terry actually answered the question related to when to find out a Ticketholder's full retirement age. And that's it, Derek.

**Katherine:** Hi, Derek. We've, I've identified Anthony. Anthony, you are unmuted. If you want to unmute yourself by clicking the microphone and ask your question please.

**Derek:** We're trying, Anthony. We've got a couple of steps out there, but thanks Katherine for trying to get him unmuted. Doesn't look like it's working.



**Katherine:** You're welcome.

**Derek:** It's not. Okay.

Well, again, we encourage you to follow up by sending any follow up questions to us at [enoperations@yourtickettowork.ssa.gov](mailto:enoperations@yourtickettowork.ssa.gov). We appreciate you being with us and apologize for not being able to connect for that question to being asked live today.

We do have a comment from our presenters today as well that, you know, a lot of this content is rooted in the RFA and your TPA, the award itself. And the required service provider foundations training modules are available as a refresher, and if you would like to revisit a specific section, you could have a member of our development and training team provide, in effect, an updated Q&A session or our learning check for that module itself.

So if you're interested in that refresher training, please reach out as well. We could always help too by doing a deeper dive in these types of engagements help, and the recordings are available to you through our EN Essentials training page, I'll just check in one final time with Katherine and LaKesha for any questions before we turn to wrap up today. Katherine or LaKesha, any final questions?

**LaKesha:** Hi, Derek.

**Derek:** Sorry, Katherine. Apologies LaKesha. I just want to remind everyone, if you do have a question and you're on the phone, please press star five to raise your hand. We'll unmute you. Star six to unmute yourself, or you can raise your hand.

**LaKesha:** I see no raised hands, Derek.

**Derek:** Alright, thanks a lot.

I'd like to thank our full EN Essentials team, the behind the crew planning team along with our presenters, Glynis Moore, Brittney Boyd and our team from Program Integrity, Mary Kay Murphy, LaKesha Hunt and Tiffany Beamon for being with us. And of course, thanks to our colleagues at Social Security for joining in, and Natalie Sendldorfer for helping out in the Q&A today. And with that, I'd like to move to the next slide, please.

On this slide we have four key resource links for you. First, we've mentioned the EN Guide for working with Ticketholders. As I provided earlier, please access this via the service provider website in the resources section. Next, we have the IWP form SSA 1370. This has been referenced. This is on the service provider website under the Resources page in the Forms section.



The third resource is the end Certification of Services statement, the COS statement. This is included in the Forms section as well on the service provider website. And our fourth resource is the Request for Application link or the RFA. The requirements are all in there that we've gone through today. What we're trying to do is use the EN Essentials training to bring those requirements out in a more interactive and engaging style. So those are four important resources, and I believe we've just seen those dropped in chat. If you want to access those, please do so. Thanks to Ana for keeping us going in chat. Now to our final slide, please.

Thanks for joining us today for this session, our fourth in the EN Essentials series.

We've gone through optimizing Ticketholder intake. In August and September we did part one and part two of preparing successful IWPs. Now we've covered managing your EN Services and Supports Review. As a reminder, we have several upcoming events of interest for you listed on this slide. On October 25, we have our monthly Wise webinar working for yourself with Ticket to Work. We encourage you to invite your Ticketholders and to also attend that with your own team members.

On October 31 at 1:00 p.m. Eastern, we have the quarterly All EN Payments Call. Bring your payments questions to that call.

On November 7, we'll have our quarterly All EN Call at 1:00 Eastern Time.

November 14 we have our next EN Essentials session focused on the RFA updates.

And next month our WISE, on November 15 will focus on Ticket to Work for America's Veterans. We encourage you to keep those dates in mind as we look ahead into the fall.

On behalf of the Ticket to Work team, I'd like to thank our presenters, and everyone involved with this training and interactive session. If you have feedback, questions or recommendations and ideas for future EN Essentials sessions, please email us at [enoperations@yourtickettowork.ssa.gov](mailto:enoperations@yourtickettowork.ssa.gov).

Thank you. This EN Essentials training is now concluded.