EN ESSENTIALS TRANSCRIPT

Putting the Ticketholder's Individual Work Plan (IWP) into Action — IWP Part 2

September 20, 2023

Derek Shields: Hello. My name is Derek Shields, and I will be serving as today's moderator. We thank you for your patience as the technical issues are being solved by our team. We will be trying to send out a message shortly to everyone in order to participate. In the meantime, I will begin to provide some background information and logistics for today's session. First, I'd like to review those housekeeping items, and we start out by mentioning that this session is being recorded, and a transcription is also being captured. Now to the next slide, please.

For this EN Essentials session, we will cover our welcome in logistics, introduce our presenters, review the EN Guide and the EN Essentials training events and then move to the focus of our attention today with our guest presenters, putting the Ticketholders' Individual Work Plan into action — Part 2 of our focus on the IWP. And, of course we will end with a question and answer period. Next slide please.

For our logistics, we do encourage you to provide questions that can be asked in several ways. You can use the Team's chat, you can use Raised Hand, or you can use the telephone to unmute and ask your question live. That is a two-step process, and we'll provide these instructions again during our Q&A period. You can also email a question to us at enoperations@yourtickettowork.ssa.gov. Now we do have captions, and to access the captioning, you can use the link that has been provided in the chat or you can use the live captions via MS Teams. You can access that in the MS Teams More Actions menu. Next slide please.

As I said, my name is Derek Shields. I serve as the Senior EN Development and Training Manager for the Ticket to Work Program Manager, and I'll also be today's moderator. I'm joined today by Mary Kay Murphy. Mary Kay is a Program Integrity Senior Quality Manager for the TPM Team. Also, another presenter with us today is Ana Morales. Ana serves as the EN Development and Training Manager with TPM. And we are rounded out with Tiffany Beamon, Senior Quality Analyst for TPM as well. This is our team, and we look forward to providing the content.

Before we dive into the presentation, on the next slide I'd like to provide a reminder about a new resource. This was announced in June by SSA and TPM to assist Employment Networks in developing relationships with Ticketholders and supporting them through their journey to financial self-sufficiency. The new *Employment Network Guide for Working with Ticketholders* provides specific steps and details on these four areas: conducting a thorough intake discussion with the Ticketholder; creating and updating a detailed, Individual Work Plan (or IWP);

assigning and unassigning a Ticket; and, finally, preparing for IWPs and Services and Supports Reviews. If you haven't accessed it, we encourage you to access the *EN Guide for Working with Ticketholders*. This is on the Service Provider website on the Resources page under Tools for Success. It's also on the EN Page, Working with Ticketholders section. And you can also find it on the banner. We do encourage you to contact us at enoperations@yourtickettowork.ssa.gov with any questions or comments related to the guide. Next slide please.

The training today is the third learning event in this EN Essentials training series. The virtual events feature information from the new EN Guide, with tips and details to support your EN's performance and compliance, from conducting a thorough intake discussion to creating a detailed IWP and putting that into action like we'll talk about today. We did want to make note of our upcoming learning events that have now been confirmed. On October 18, the EN Essentials will focus on managing your EN Services and Supports Review. And on November 14, we will have a session on the RFA or TPA updates. And we'll be going back through the Request for Application updates that have occurred this year and provide a new resource in order to track those changes and allow you to ask your questions in a Q&A session as well. And, with that, we can turn to the next slide, please.

So, our agenda for today will include six sections. First, starting out with the Signing the Ticket, followed by Ongoing Communications, then Ticketholder Not Meeting Goals, Amending the IWP, When to Unassign the Ticket, and then the final sixth session on Documentation. And, with that, I'm now very pleased to turn over this EN Essentials Training to Ana Morales to cover the first section. Ana?

Ana Morales: Thank you, Derek. Good afternoon, everybody. We are going to start by talking a little bit about assigning the Ticket. So, after the Employment Network completes the intake process with a Ticketholder, which is one of the topics that we initiated all these EN Essentials training series with, they develop the Individual Work Plan and then assign the Ticket. And after all that happens, they can begin working with the Ticketholder. So, the recommendation is to always assign that Ticket immediately following the completion of a fully executed Individual Work Plan. Social Security highly recommends that ENs assign that Ticket within 14 calendar days of the signed IWP. And ENs can do these in two ways. One is via the Ticket Portal when they have access to the Ticket Portal. And when they don't, they can fax it to TPM, and we will process those assignments for you. And to have access to the Ticket Portal, you need to have your review with the Program Integrity Department and we're going to cover that in a few slides. But after that review is done, they will grant you access to the Ticket Portal where you can do that automatically. Next slide please.

So, to cover specifically, that assignment date must be the most current signature date or the latest date on the IWP for the EN or the Ticketholder. The Ticket, again, must be assigned within those 14 calendar days of the signed and dated IWP. And if for some reason that date is later or past those 14 days, Social Security will use the date that the Ticket was entered into the portal to determine the EN's future payment eligibility. However, for Continuing Disability Review (CDR) protection for the Ticketholder, the Ticket was assigned at a later date doesn't assign that protection from CDRs. And in order to understand this a little bit better, on the next slide we have an example. So, on February 28, the EN meets with a Ticketholder to discuss the goals, services and supports, and creates that IWP. On March the 2, that EN signs and dates the IWP; however, for some reason the Ticketholder doesn't sign the IWP until two days later, March 4. So, the assignment date, since it has to be the latest date on the IWP, will be March 4. And if for some reason that EN does not assign the Ticket immediately in the portal, and they wait and, in the example here, they assign it on March 25, March 25 will be the date that the EN has that eligibility for payments. However, for CDR protection for the Ticketholder, it will be effective on March 4. And, with that, I'm going to now let Mary Kay continue with the rest of the presentation.

Mary Kay Murphy: Good afternoon, everyone. This is Mary Kay. Thank you, Ana. If you could go to the next — oh, I'm sorry. We are already on the next slide. You're too quick for me. So, Ana alluded to the new ENs or individuals who don't have Ticket assignment access via the portal. That is called "Ticket Assignment Review," or you might hear us use the acronym of "TAR." So new ENs who are just recently awarded must submit 10 compliant IWPs to us as the TPM for TAR review before we can give you access to assign the Tickets via the portal.

There is the fax number that these IWPs can be faxed to. I will advise that you can also send new IWPs for review via GSO if you have GSO access. We still abide by those 14 calendar days, so we should receive that new IWP no later than 14 calendar days after both parties have signed, so after the Ticketholder and EN has signed and dated the IWP. We in Program Integrity will review the IWP within seven business days from the date we receive it. If the IWP is found compliant, we will go ahead and assign the Ticket via the portal and you, as the EN, would be able to view the Ticket assignment via the Ticket Portal at that point. If for any reason that we find that the IWP is noncompliant, we want to make sure that we start new ENs off well and get them on the – on the right journey in creating IWPs, so we will contact the EN if we find any noncompliant reasons and we'll just discuss the areas of improvement with the EN. In some cases, we may require the EN to submit a corrected IWP and let us review it again prior to Ticket assignment.

Once we've reviewed 10 compliant or 10 IWPs and found them compliant, we would then be able to provide that EN with the Ticket assignment access via the portal. It's also important to know that as TPM we may require ENs that are current ENs to go back into the Ticket Assignment Review process in certain situations. A good example of that is your EN experiences a very high staff turnover so there really isn't the support of experienced staff. That would be a reason that an EN may go back into the TAR review process. Okay? Next slide please.

Okay, we're moving into the two-way communication. We have sent out several GovDelivery messages regarding the two-way communication, but it is part of the new changes to the RFA and it never hurts to go over it again. So, when we talk about two-way communication, that is the regular follow-up with the Ticketholder. We know it's important to that Ticketholder's success in their employment journey. Frequent contact, you know, as a new Ticket assignment, it's going to probably need to — you're going to have to reach out to your Ticketholder more often. Once they've obtained a position and they're just continuing their employment, you probably don't need to speak with that Ticketholder as often, and SSA and TPM understands that. So ENs should maintain two-way communication with the Ticketholders, and this is defined as a contact with engagement, so it's two-way. It's you and the Ticketholder. The ENs should maintain a record of each contact. It should include a method of communication. Was that by phone? Was it a text? Was it a fax? Email, etc. And then the reason for that particular contact. Okay? Next slide please.

So, when we think of the two-way requirements, we do look at two different phases. It's separated out as two phases. The first is called the "initial job acquisition phase." And this basically, in most circumstances, is going to go from Ticket assignment through the Phase 1 Milestone. And during that initial job acquisition phase, the follow-up should be monthly with that Ticketholder. Now let's say that you don't reach a Ticketholder in one of the months you're trying to contact them, you need to make a minimum of three attempts in that one-month period to make that two-way contact with the Ticketholder.

The second phase is the ongoing support phase. This is Phase 2 Milestone through the Ticket unassignment. And, at that point, we recognize that you probably don't need monthly follow-up, so it is a minimum of quarterly follow-up for those Ticketholders and the ENs. Then, again, if you try to reach the Ticketholder and you don't reach them, you have to make three attempts, but because this is normally quarterly contact, it's three attempts within a three-month period to make that two-way contact with the Ticketholder. Okay? So, again, initial job acquisition, monthly – three attempts in that one-month period. Ongoing support phase, it's quarterly. And if you don't reach the Ticketholder, it's three attempts in a three-month period. Next slide please.

So, when we think about the two-way communication, what is acceptable methods of communication? Having a telephone conversation. Personalized email messages that are going back and forth between you and the Ticketholder. Voice messages from the Ticketholder. So, let's say that you call the Ticketholder and left a message. That's one-way communication at that point. When that Ticketholder calls you back, even if they have to leave a voice message because you're not there, this now makes that two-way communication. Personalized text messages. Video conferencing. Personalized letters. All of these are acceptable methods of two-way communication. Next slide please.

So, we're going to move into amending the IWPs. We've talked a lot recently about IWP amendments. So, when we think of the IWP, it is truly a living document and will most likely require an amendment. There's something that's going to change in the Ticketholder's needs. Their circumstances may change. The services and supports they need may change. So, in those cases, those are going to require an amendment, and some of the examples could be maybe you have identified, or your Ticketholder has identified that they're really not meeting their goals. And you and the Ticketholder have a conversation, and you identify or decide that you're going to create a new goal, a completely new goal, or maybe you're going to modify that goal. That would be one example that would require an amendment. Another would be that, as the EN, maybe you identify or the Ticketholder says, you know what? I really need some job support. I need some job coaching. And that wasn't on the initial IWP, so that would be another reason that the IWP would be amended. You want to make sure that you and the Ticketholder discuss and, more importantly, mutually agree on the changes to those goals and/or the services and supports that are needed by the Ticketholder. As with the IWP, both the EN and the Ticketholder should sign and date that amendment. Next slide please.

So, when we think of amending IWPs, it is a separate document. There is not, at this point, a specialized form that you need to use as an amendment, but what you want to think about is that the amendment becomes part of the original IWP. What you want to include on the amendment is the EN name and the PID number. What are the revised short- or long-term goals? What are the revised services and supports that the EN is going to provide? The Ticketholder needs a signature and date. And the EN representatives must print their name, so we know who they are as well as sign and date. One of the reasons for the printed name, posted in the little section there in the blue is just a reminder that IWPs and amendments must be signed by EN staff with suitability clearance. So, in addition to that, any staff, or all staff working with the Ticketholder, must always have that suitability clearance as well. As I mentioned, the IWP becomes part — or I'm sorry — the amendment becomes part of the IWP. And when Program Integrity requests your IWPs for services and supports, the amendment should always be attached or sent in with the IWP. Same thing as if SSA is requesting an IWP for any reason, if there is an amendment that should be included as well. Next slide please.

So, let's say you have a situation where your Ticketholder is just really not meeting their goals. You've outlined them. You've worked and you're providing services and supports for this Ticketholder, but something is happening. Something is not working, and this Ticketholder really isn't meeting their goals. So, you really want to have a discussion with your Ticketholder, and you want to then, in this discussion, you want to do some documentation. You're going to have a conversation about — are these goals still appropriate? Is this what the Ticketholder is still going to do? Do we need to amend, or do we need to change the goals completely? Are there services and supports — additional services and supports that are needed to achieve their goals and to amend the IWP? Are we going to add the new goals? Again, when we're talking about goals, you want to make sure that you use and follow the TPA guidelines to determine if the goals are appropriate. You may run into that situation, unfortunately, where you have a Ticketholder who has made the attempt to go back to work and maybe they really no longer want to work toward their established goals. They don't want to revise their goals, and they're no longer interested in working towards self-sufficiency. That's a situation that you would, if you try everything you can to work with the Ticketholder and they just don't really want to anymore, then that's when it would be appropriate to unassign that particular Ticket. Next slide please.

So, I wanted to give you an example of an IWP amendment. Here is the situation that we have. We have James who is working as an apprentice at an automotive repair shop. He's working full time, but he found that he was having difficulty. The work was more physically demanding than he expected. It was more fast paced than he was kind of prepared for. So, on the original IWP, the goals were such: James was going to obtain a full-time job in an automotive repair shop over the next six months. He did that. He’s now working full time. In the long-term goal, James was going to take on additional responsibilities and obtain a managerial position in the automotive repair shop. So, we have some really good goals here and we have James who's met this goal. But now he's struggling, so we don't want to see him struggle. We want to figure out how we can help him.

So, if we take a look at the next slide, we have what an amendment could be. So, here's the solution. James and his EN talk about his issues, talk about what's happening, and they agree on changing his short- and long-term goals. In addition, his EN is going to begin providing job coaching, which was something that was not identified on the intake or on the IWP at the time. So, our amendment, once we have our EN name, PID number, Ticketholder's name and Social Security, we would then say what we're going to change. So, in our short-term goal, we're going to change the goal that James is still going to work, but he's going to reduce his 40-hour week down to 20 so he can better acclimate himself back into the workforce. Do it a little bit, you know, slower. Within the next six months, James decided that he would attend a university online class, and he was going to obtain his associate degree in business, figuring that would help him and serve him well in his long-time goal and would be a little less strenuous for him. So, then his long-term goal is he's going to use his associate's degree and, at this point, that's where he's going to work to obtain his full-time managerial position in that automotive repair shop. On the amendment, as well, we would add the services. We would just indicate that the EN is also going to provide job coaching services to assist James with his reacclimation into the workforce. So, you can see there's not a lot that actually has to go into the amendment, but once you have all this documented, then you want to make sure that, again, you, as the EN, sign and date and the Ticketholder signs and dates that document as well. We can move on to the next slide.

So, we talked a little bit about issues of when we might have to unassign a Ticket. One of those is when we are unable to maintain that two-way communication. So, if we had a Ticketholder in that initial job acquisition phase, we try to contact them, and we were unable to do that. As the EN, you made three attempts within a one-month period, and you could not reach that Ticketholder. From the date of that initial contact where you made that first attempt and you were not successful in reaching the Ticketholder, 60 days from that initial date is when you should unassign the Ticket, or no later than. You can unassign it before that, but it would be no later than 60 days. Unassigning the Ticket — now we have the ongoing support phase. Again, in the ongoing support phase, it's quarterly contact. And you have three attempts in three months. Again, that very first unsuccessful contact date, you have 180 days to unassign the Ticket if you're unable to get back into a two-way communication with the Ticketholder. And then the other would be when Ticketholders are not meeting their goals. So, you've had that discussion with the Ticketholder. You've talked to them, tried to get them to adjust their goals, add additional services and supports, and the Ticketholder just really no longer wants to work towards to self-sufficiency. They don't want to change their goals, get any additional support. That would be another reason that you would be able to unassign that Ticket. Next slide please.

We always advise that, especially larger ENs, but it's for all ENs in general, review your Ticket assignments regularly. Take a look at those Tickets that you're no longer actively working with, you've lost contact with or your EN maybe is just unable or unwilling to provide support to that particular Ticketholder. You want to make sure to unassign those Tickets. You want to keep your roster, so to speak, of Ticketholders that you are actively working and communicating with at all times.

All right. Documentation tips for services and supports review. Yeah. So, we've — we've had several EN Essentials training where we've detailed and given information on the IWP. So that's the first step, starting with that well-written IWP and adding any amendments that would be necessary.

You want to make sure that the IWP is signed and dated by both the Ticketholder and the EN and it is by a suitable staff with the EN. You want to document all the contacts you made with the Ticketholder. You want to include the date, the modality — was it by phone? Did you send an email? Did you send text messages? And then, if you're unable -- oh, and I'm sorry. And you want to add the reason for the contact. Were you going to provide job coaching or job leads, something like that? And if you are unable to maintain that two-way contact, you want that documented as well because you need to make three attempts before you would want to unassign that Ticket. You want to document all the services and supports that are provided to the Ticketholder, especially those agreed to in the IWP. If you're looking now to provide services that weren't in the IWP, that's where your amendment would be required.

Something that I can say that we found with Services and Supports reviews is I believe that ENs are providing the services and the supports, but it's just not being documented as fully and as completely as it could be. You want to maintain thorough records and properly file your documents so that when it's time for Services and Supports [Reviews], you can quickly retrieve the IWPs, any amendments, the case notes, etc. You want to complete the Certification of Services form that is found on the provider website. And, again, you want to review your Ticketholder files regularly for compliance and accuracy as we mentioned in the previous slide. And let's go to the next slide.

So, the EN Certification of Services form is basically a statement that provides proof or — and outlines, basically, the ongoing services that you're providing to the Ticketholder and that those align with the services agreed upon in the IWP. So, the EN must submit the COS statement during the annual Services and Supports Review. We do an audit of a random sample of assigned Tickets — active Tickets — to confirm that the services and supports and contacts with the client or with the Ticketholder are met. A COS statement may be required to satisfy requests from the quality assurance or QA reviews as stated in the Ticket Program’s TPA. And the link below is a link to the Certification of Services form. Next slide please.

We had a couple of questions recently about document storage, so we wanted to cover these as well. So, you want to make sure that all IWPs and case notes are stored or filed in a secure location. And there are requirements for retaining the records. So, the EN must maintain a Ticketholder's records for a minimum of three years following Ticket unassignment and can only destroy the record after that minimum is met. Now I will say, if you have — talking about unassignment — if you have an active Ticketholder for five years, you need to make sure that you maintain all of the files. As long as the Ticketholder is active, there isn't a number of years you should maintain it. You need to keep all the files for that Ticketholder. But once you unassign the Ticket, you are still required to retain those records for a minimum of three years. If they're not destroyed, you want to make sure that you secure and maintain those records in a manner that would maintain assigned records. So basically, again, keeping them in a secure location. If an EN's TPA is terminated or expires, retention of those Ticketholder records is not to exceed one year following that expiration or termination, unless it's otherwise directed by SSA. And we can go to the next slide to finish up documentation.

So, if you are at a point where you can dispose of records, you are responsible to dispose of/or arranging for the disposal of the Ticketholder's PII — Personally Identifiable Information — in a safe and secure manner, including PII that's maintained by any subcontractors or provider partners that are performing services for the EN under the TPA. And you can see where to refer to for document storage. And I believe that's our last slide. Okay. And I'll turn that back to Derek.

Derek Shields: Thank you very much, Mary Kay, for going through five of the six sections of the content today, and for Ana opening it up with the "Assigning the Ticket" content.

Before we enter Q&A, I again apologize for the technical assistance and the frustration that you've experienced because of some errors on our side. We are pleased that you have been able to join us. Chat has had a variety of recommendations and frustrations posted in it. We acknowledge those. TPM will be taking those back to SSA for review and appropriate action, so thank you for sharing those with us. One of the most popular questions that we have noted is asking if this PowerPoint presentation can be provided today, especially for those of you who have maybe missed a portion of the first part of this or have had a technical challenge. We will be putting the deck through final remediation today, and once that is approved it will be sent out via email to all of you in an updated GovDelivery message. So, we just need that final step, but we commit to doing that today. So, we appreciate your desire to have the content. I also recognize, Mary Kay, that you were going through a lot of detailed content. And if you were watching chat, I commend you for being able to focus and deliver the content today. We have a couple of folks that we're going to work with on the Q&A portion. And Katherine and Tiffany are on the team. I'd like to check in with Tiffany first. Tiffany, you've been able to respond to several questions through the different sections of the content, putting the IWP into action. But I wanted to see if there's anything that came up that you wanted to call out about a question or one that wasn't answered that Mary Kay could start out with? Tiffany, anything in particular?

Tiffany Beamon: Sure. Thank you, Derek. Yes, do we still want to unassign Tickets due to no two-way contact, even if the Ticketholder is established at a job and earning over SGA?

Mary Kay Murphy: Yeah. Good question, and we've had that a few times. Because what I think happens sometimes is that, when that Ticketholder is working and reaching that SGA level, they may not be as anxious to spend time and talk with you. But it is a requirement and it's something that you want to start working with your Ticketholders and getting them to understand that part of your job is to make sure they're doing okay. You know, sometimes someone can be performing very well at their job, but maybe you can provide additional help they need to get to stay with their job, they need to get good reviews. They need to be punctual and not calling off work often. So, there may be things that you can help them with. Their circumstances could change. They could have something happening at home that is now impacting their work life as well. So, you need to make sure that your Ticketholder understands that you are here for those type of things. And also, they need to understand that it is a requirement — all we need to do is just have a touch-base with you — 10 minutes, 15 minutes to touch-base with you once a quarter. So, the simple answer — I guess I kind of went the long way — but the simple answer to your question is yes. If you try and you lose contact with that Ticketholder and you make those three attempts in that three-month period, and you can't get them, you will need to unassign the Ticket. Now I will say I was at a conference, and a question came up and the question was, what if this Ticketholder is in Alaska, and they got a job on an Alaskan fishing boat and they don't come back for six to eight months? I said if you put that in your case notes, document that that's the situation, we would certainly take that into consideration as we were doing your Services and Supports Review.

Derek Shields: Thank you very much, Mary Kay. So, as a reminder, for questions to be asked live, we have a few options. You can use the Raised Hand feature and we'll go our first live question in a moment. You can also do the two-step process to ask your question by dialing 5. You'll be called upon by the facilitator and then be unmuted. And if you have a question, to do so via telephone, you can do 6 to unmute yourself. So, Katherine, I think we have a couple questions with the Raised Hand. Can you identify the first question, please?

Katherine Jett: Absolutely, Derek. We have Tiffany Byers. Tiffany, you are unmuted. Just click the microphone at the top to unmute yourself and ask your question, please.

Tiffany Byers: Hello, how are you all doing today?

Derek Shields: Doing good, thank you.

Tiffany Byers: So, I would have put this in the chat, but I can't get the chat feature to come up for us. I'm not really sure what's going on. My question is about the IWP amendment, specifically with the long-term goal. So, we just had our Supports and Service Review and one of the things that I got dinged on was my long-term goal didn't have a time range in it. Now your long-term goal did not either for the gentleman that you had the example for. It just said that he was going to use his degree to go towards a management position. Do we not have to have an estimated time range that they want to complete their long-term goal in?

Mary Kay Murphy: Tiffany, I'm going to ask that you send us an email with the specifics. It's sometimes very difficult to answer. That's kind of a more specific question, and I want to read what the short- and the long-term goals were to answer that question.

Tiffany Byers: Okay.

Mary Kay Murphy: But, ideally yeah, there should be some reference to how long, maybe there's several steps in the long-term goal that you need to identify; what and which steps first, and how long those steps are going to take? Tiffany, if you can send something to Program Integrity, we can take a look at that for you.

Tiffany Byers: Awesome. Okay. Thank you.

Katherine Jett: Thank you, Tiffany. Derek, we have Justin Baker. Justin, you are unmuted. You can unmute and ask your question.

Justin Baker: Hi, there. Thanks for taking me. So really, the question I asked in chat. I'm not sure if you'll get to it because this has been gone through, but in regard to holding onto documents for X amount of time. What happens if the company that you work for has a certain period of time where physical and digital documents would be destroyed or deleted — after seven years, 10 years, whatever? For Ticketholder information, do we hold onto everything for as long as, you know, humanly possible? Or do we still delete after the timeframe?

Mary Kay Murphy: Are you talking about active Ticketholders?

Justin Baker: Yes. Active Tickets. Active participants of the program. Yeah. Let's say my company's document destruction period is seven years to the day, and a person has been with the program for whatever reason for 10 years. Are we supposed to delete the person's IWP when it was originally created and anything through the first three years? Do we hold onto everything? What's going on with that?

Mary Kay Murphy: My understanding, Justin, is that, yes, as long as they're an active Ticketholder, you should maintain all of those records regardless of your internal guidelines but let me take that back just to confirm as well.

Justin Baker: Okay. Thank you very much.

Mary Kay Murphy: Thank you, Justin.

Katherine Jett: And, Derek, we have no one else with their hands raised at this time.

Derek Shields: Thanks, Katherine. If anyone does have another question and would like to ask it live, please use the Raised Hand feature and that looks like we have another question now.

Katherine Jett: All right. We have Jennifer Kellett. Jennifer, you're unmuted. Ask your question. You can unmute yourself by clicking your microphone and ask your question.

Jennifer Kellett: Thank you. I just had a question about how you can tell what phase someone is in because we had a couple situations where we either worked with a person who has been working, but now needs support, and so we're not eligible for Phase 1 due to the lookback rule or it's a Partnership Plus situation with the [inaudible] where they're coming in at Phase 2 where, during the COS review, they seem to think they're still in Phase 1. And so, we're not quite sure how to make sure that we and Ticket to Work are on the same page about what phase that person is in to make sure we're doing the right contact, whether that's monthly, quarterly, that sort of thing.

Mary Kay Murphy: So, we can actually identify and look at payments as well to help determine that phase.

Jennifer Kellett: So, is there anything I can do, like, on my end to know? For example, in our recent COS review, we had someone who had been working for 18 months before we started working with them. They needed additional supports at work, and we were told that they needed monthly contact. But it was our understanding that they were in Phase 2 at that point, so we were just doing quarterly contact.

Mary Kay Murphy: Yeah. Again, when we get down to individual, like your services and support review, individual reviews, we'd like to take a closer look and see what's going on. So, if you can contact Program Integrity, we'd be happy to take a deeper dive into that.

Jennifer Kellett: Okay. Thank you.

Mary Kay Murphy: Thank you.

Katherine Jett: Thank you. We have Leigh. Leigh, you're unmuted. You can unmute yourself and ask your question.

Leigh: Question. I'm new to the program. I just got my clearance back in April. I've looked through the TPA and I'm not seeing anything concrete. So please bear with me if I've overlooked it. Are there requirements for any documents to be maintained in hard copy or physical media, or is it all right if every element of our Ticketholder documentation, the IWPs, everything, are scanned in and stored digitally?

Mary Kay Murphy: Yeah. Again, I'm going to say yes, but I would like to take that back and just confirm with SSA because you're right. I don't think I've seen that in the RFA either.

Leigh: Thank you so much. I appreciate that.

Katherine Jett: Thank you, Leigh. We have Justin Baker again. Justin?

Justin Baker: Yeah. Sorry, I have one more question — so someone brought up the 18-month lookback tool thing. Regarding payments, this may be for an EN Payments Call instead. But how do we know when a client has transitioned over to the Milestone/Outcome payments instead of Phase 1 or Phase 2? Because we've requested, for one participant, a Phase 1 whatever payment. It was declined but automatically transitioned over to Outcome payments. Can I get clarification on when things are supposed to happen and when they don't? Is it based on assignment date and when they were working?

Mary Kay Murphy: Yeah, Justin, that is an experienced payments guru's question, so I'm not going to be able to answer that. That would have to go through the Payments Help Desk or on one of the Payments Calls.

Justin Baker: Okay.

Mary Kay Murphy: Thank you, though.

Derek Shields: Thank you, Justin.

Mary Kay Murphy: You're trying to test me!

Derek Shields: Yeah! It's a little bit outside of Program Integrity's lane. Good question, nonetheless, though. Yeah. So, we will focus on putting the IWP into action. So, let's jump back from Katherine over to Tiffany in the moment. I just wanted to respond to one item I saw in chat that said, "How do I get the email invitations for this type of EN Essentials event directly?" The answer is — if you want to receive GovDelivery messages like this invitation directly, you should email enservice@ssa.gov. This would allow them to verify that you're part of the Employment Network and should be added to that GovDelivery message. That is the purpose of these EN Essentials calls along with the other EN guidance that goes out. So, with that, I'd like to go back to Tiffany. Tiffany, we've had some other action in the chat. Any that you want to call out to summarize, or have another question for Mary Kay?

Tiffany Beamon: Sure, absolutely, Derek. Sometimes I have to send the IWP in the mail to the Ticketholder because of various reasons. It may take up to seven to 10 days before the IWP is sent back to me. In this situation, would I use the date the Ticketholder signed the IWP as the assignment date?

Mary Kay Murphy: That's correct. It is the latest or most recent — however, you want to look at it — the most current date. So, if you signed it on September 1. You sent it to the EN and — or, sorry — to the Ticketholder and they sent it back to you and they signed it on the 7th, the 7th would be your assignment date.

Derek Shields: Thanks for that question. Bringing it up from chat, Tiffany, any others that you'd like to call out?

Katherine Jett: I do not have any others at this time. Thank you, Derek.

Derek Shields: Thank you very much. We have been able to answer a few of the questions along the way there, and hopefully you — you'll gain some knowledge from Mary Kay's presentation. I'll just check in with anyone. If you have any other live questions, this would be a final opportunity to raise your hand, and Katherine would be able to identify you and call on you.

Katherine Jett: And Derek, we have no raised hands now.

Derek Shields: Well, I'm not seeing any raised hands or any other further questions to address.

Mary Kay Murphy: Hey, Derek. Sorry. I just saw one chat question come in that I think is good. "Is the EN permitted to sign the IWP before the Ticket client assigns?" And that would be acceptable but, again, the Ticket assignment date is based on that last signature date.

Derek Shields: Thank you, Mary Kay. Eddie has another question here as I say, "How long should we wait to conclude the Ticketholders have or have not reached their goal?"

Mary Kay Murphy: There isn't a specific time period, but if you're working with this Ticketholder you should know, have a good insight and a good feeling about what's happening with this Ticketholder. And, as long as you're having that conversation — one, you're having that two-way communication, but at some point, you may just decide and your Ticketholder may actually lead you down the path that this program is really not suited for that Ticketholder any longer, or maybe the Ticketholder just doesn't want to do that.

Derek Shields: Thank you.

Mary Kay Murphy: No, and a new IWP is not needed every time someone gets a new job. It might be needed if the services and supports or the goals are changing, then you would amend the IWP. It was not about every time they get a new job.

Derek Shields: Thank you, Mary Kay. And, we'll send out the PowerPoint. We'll also have you refer to the *EN Guide for Working with Ticketholders*. It talks about EN IWP amendments. And we also have the opportunity, of course, to post the recordings into the EN Essentials section of the website.

Here's a last question that we'll take, and then we'll need to go to wrap up. Mary Kay, do old IWPs need to be redone to be in compliance for the upcoming COS, even if the goal has not changed?

Mary Kay Murphy: So, if there are no changes to the IWP, it depends. In some cases, we might, for really old IWPs or Ticket assignments, we may only look at the case notes and the Certification of Services portion, making sure that you're providing the Ticketholder with the services and supports and maintaining communications. We're going to review IWPs that are, say, within the last year or so. And what you'd want to do to prepare for your Services and Supports Review is that IWP. And if all the information still applies — you're providing the same services, their goals haven't changed — then there's no need to add anything else. However, if you realize that their goals did change or there were services that you were providing that you hadn't mentioned in the IWP, that's where you would do your amendments.

Derek Shields: Thank you very much, Mary Kay, for your time and sharing this information in today's EN Essentials training. I also thank Tiffany, Katherine, and Ana for their experience in supporting the event, and our entire team as we went through some challenges.

Let's move to the next slide and have some wrap up remarks. In support of this training today, we have four resources we'd like to call out. As I mentioned a couple times, the *EN Guide for Working with Ticketholders*. This is on the Service Provider website in the Resources section. Next, the IWP form, SSA 1370 — this is the IWP form itself that Mary Kay referenced several times. This is on the Service Provider website under Resources in the Forms section. The third link is the Request for Application — the RFA itself. To check the requirements, please visit the RFA Online at the worksite. And the final resource is the EN Certification of Services Statement that Mary Kay was just speaking to. This is also included in the Forms section of the Resources area on the Service Provider website. So, four important resources, all links available to you in chat, and will be available in the PowerPoint that we share. Next slide please.

Wrapping up today's EN Essentials session. Thank you all for your patience as we solved some technical challenges, and we appreciate your feedback. In July, we covered Optimizing Ticketholder Intake. In August, we did Part 1 for preparing successful IWPs. And now we've done Part 2 of putting those IWPs into action. Next month, on October 18, we'll be focused on managing your EN Services and Supports Reviews followed by November 14, doing the RFA updates as I mentioned before. If you have colleagues that want to access these EN development and training event recordings, please visit the EN Essentials page on the Service Provider website where we will have the slides, audio and transcripts. We will post those for this session as soon as possible. On behalf of the Ticket To Work team, I would like to thank our presenters and everyone attending today for your focus on the training content and supporting Ticketholders across the country. If you have feedback, recommendations, or other ideas for future EN Essentials sessions, please email us at enoperations@yourtickettowork.ssa.gov.

Thank you for attending, and this session is now concluded.