

TICKET
to **Work** | **EN Essentials**

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

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

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



TICKET | **EN**Essentials
to **Work**

Putting the Ticketholder's Individual Work Plan into Action

September 20, 2023



Agenda



Welcome and Logistics



Introductions



EN Guide and EN Essentials Training Events



Putting the Ticketholder's Individual Work Plan into Action



Questions & Answers

Logistics

- Please feel free to ask a question in the MS Teams chat section.
- 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
- 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 Actions"; then scroll down the list to 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.

Presenters and Moderators

Derek Shields, PMP

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

Mary Kay Murphy, PMP

*Program Integrity Senior Quality Manager
Ticket to Work Program Manager*

Ana Morales

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

Tiffany Beamon

*Senior Quality Analyst
Ticket to Work Program Manager*

Employment Network (EN) Guide for Working with Ticketholders

New resource with tips and details about:

- Conducting a thorough Intake discussion with a Ticketholder
- Creating and updating a detailed Individual Work Plan (IWP)
- Assigning and unassigning Tickets
- Preparing for IWP and Services and Supports Reviews

[EN Guide for Working with Ticketholders](#)



EN Essentials

EN Essentials learning events align with the Ticketholder Intake and IWP content included in the new EN Guide for Working with Ticketholders:

Upcoming learning event:

- October 18: Managing Your EN Services and Supports Reviews
- November 14: Request for Application (RFA) Updates

[EN Essentials Learning Events -yourtickettowork.ssa.gov](https://yourtickettowork.ssa.gov)

Overview

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Assigning the Ticket

- After the EN completes the intake and IWP, and assigns the Ticket, they can begin working with the Ticketholder.
 - Strive to assign the Ticket immediately following completion of a fully executed IWP.
 - Social Security highly recommends that ENs assign the Ticket within 14 calendar days of the signed IWP.
- ENs may complete a Ticket assignment:
 - Via the Ticket Portal, *or*
 - Via fax to TPM for ENs that do not have Portal access



Assigning the Ticket, Continued

Assignment date:

- Must be the most current signature date (EN or Ticketholder) on the IWP.
- Tickets must be assigned within 14 calendar days of the signed and dated IWP. If the Ticket assignment is entered more than 14 calendar days, SSA will use the date the Ticket was entered into the Portal for determining the EN's future payment eligibility.
 - Continuing Disability Review (CDR) protection is not impacted by the delay in assigning the Ticket.

Assigning the Ticket, Continued (2)

Assignment Date Example:

- February 28: EN meets with Ticketholder to discuss goals, services/supports and creates the IWP.
- March 2: The EN signs and dates the IWP.
- March 4: The Ticketholder signs and dates the IWP.
 - The assignment date would be March 4.
- If the EN does not assign the Ticket via the Portal until March 25, this is the date the EN's payment eligibility is based upon.



New EN Ticket Assignment Review (TAR)

- New ENs must submit 10 compliant IWPs to TPM for TAR to gain access to assign Tickets via the Ticket Portal.
 - Fax to 703-893-4020
 - No later than 14 calendar days after both parties have signed and dated the IWP
- Program Integrity reviews the IWP within seven (7) business days from receipt date.
- If the IWP is compliant:
 - Program Integrity will assign the Ticket
 - EN can view Ticket assignment via the Ticket Portal
- If the IWP is found non-compliant:
 - Program Integrity will contact ENs to discuss areas of improvement
 - TPM may require the EN to submit a corrected IWP prior to Ticket assignment
- TPM may require ENs to go back to TAR in certain situations (example: high staff turnover).

Two-Way Communication with Ticketholder

- Regular follow-up with the Ticketholder is important to their employment success. Frequent contact is necessary early in the Ticket assignment but the Ticketholder may require less follow-up as they obtain and continue employment.
- ENs should maintain **two-way** communication with their Ticketholders. This is defined as a contact with engagement by the Ticketholder.
- ENs should **maintain a record** of each contact, including the method of communication and the reason for the contact.



Two-Way Communication Requirements, *Cont.*

Initial Job Acquisition Phase

Ticket assignment through Phase 1 Milestone

- Minimum of **Monthly** follow-up with the Ticketholder
- ENs shall make a minimum of **three attempts** in a **one-month period** to make two-way contact with the Ticketholder

Ongoing Support Phase

Phase 2 Milestone through Ticket Unassignment

- Minimum of **Quarterly** follow-up with the Ticketholder
- ENs shall make a minimum of **three attempts** in a **three-month period** to make two-way contact with the Ticketholder



Acceptable Methods of Two-way Communication



Telephone
conversation



Personalized Email
messages



Voicemail message
from Ticketholder



Personalized text
messages



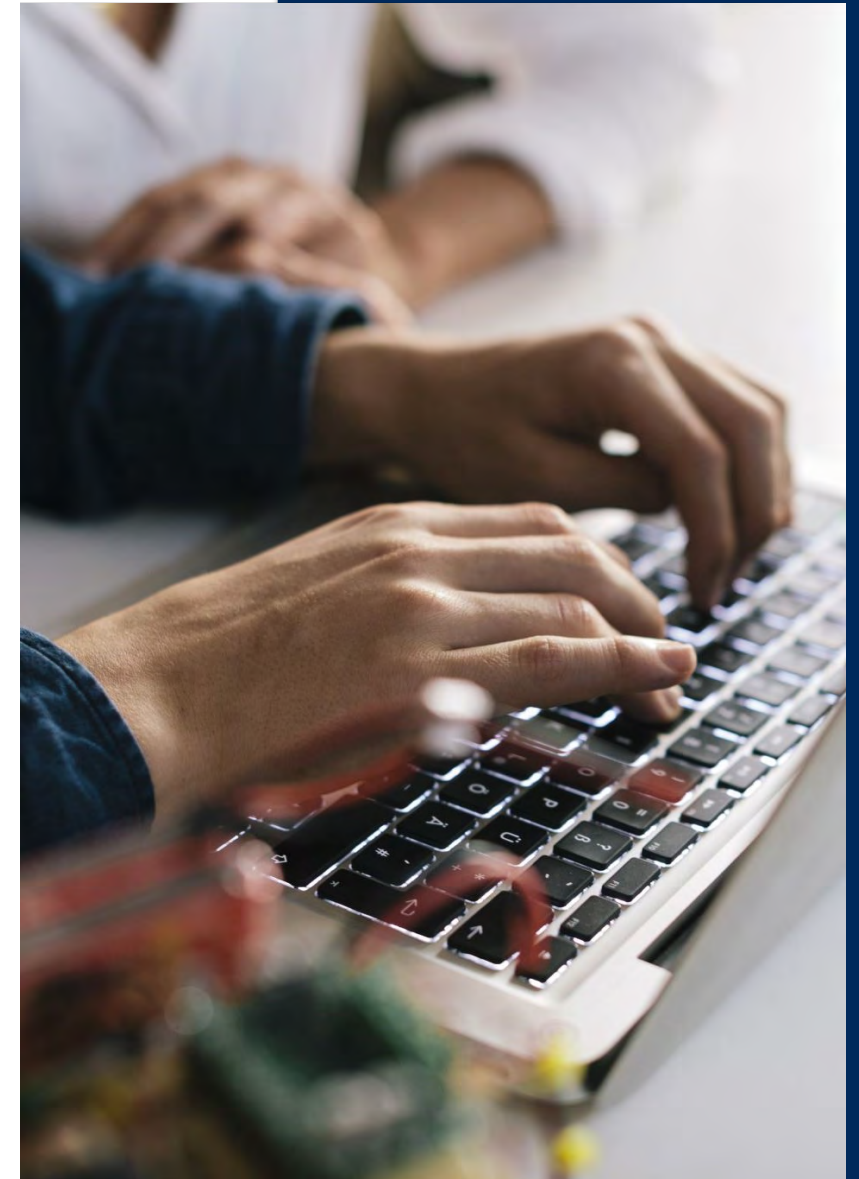
Video
Conferencing



Personalized
letters

Amending IWP

- The IWP is a living document and will most likely require an amendment as the Ticketholder's needs and circumstances change. Examples of situations that require an amendment are:
 - A Ticketholder is not meeting their goals and the EN and Ticketholder create new or modify the original goals through discussion.
 - The EN identifies or the Ticketholder requests additional services and support that will assist the Ticketholder.
- The EN and Ticketholder should discuss and mutually agree on changes to the goals and/or services and support needed by the Ticketholder.
- Both the EN and Ticketholder should sign and date the amendment.



Amending IWPs, Continued

- The amendment is a separate document or page that becomes part of the IWP.
- The amendment must include:
 - EN name and PID
 - The revised short- and/or long-term goals
 - The revised service and supports the EN will provide
 - Ticketholder signature and date
 - EN Representative's printed name, signature, and date
- The amendment becomes part of the IWP and must always be included when SSA or TPM requests an IWP.

**Reminder:
IWPs and
amendments
must be signed
by EN staff with
suitability
clearance.
In addition, all
staff working
with
Ticketholders
must have
suitability
clearance.**

Ticketholder Not Meeting their Goals

If a Ticketholder is not meeting the goals outlined in the IWP, the EN shall have a discussion with the Ticketholder and document the following:

1. Are the Ticketholder's goals still appropriate?
2. Determine if additional services and/or supports are needed to achieve their goals and amend the IWP.
3. Does the Ticketholder need new goals? Determine if these goals are appropriate (based on guidance in TPA Part III, Section 4.A.2) and amend the IWP.
4. If the Ticketholder no longer wants to work toward their established goals or revise their goals and is not working toward self-sufficiency, then the Ticket should be unassigned by the EN.

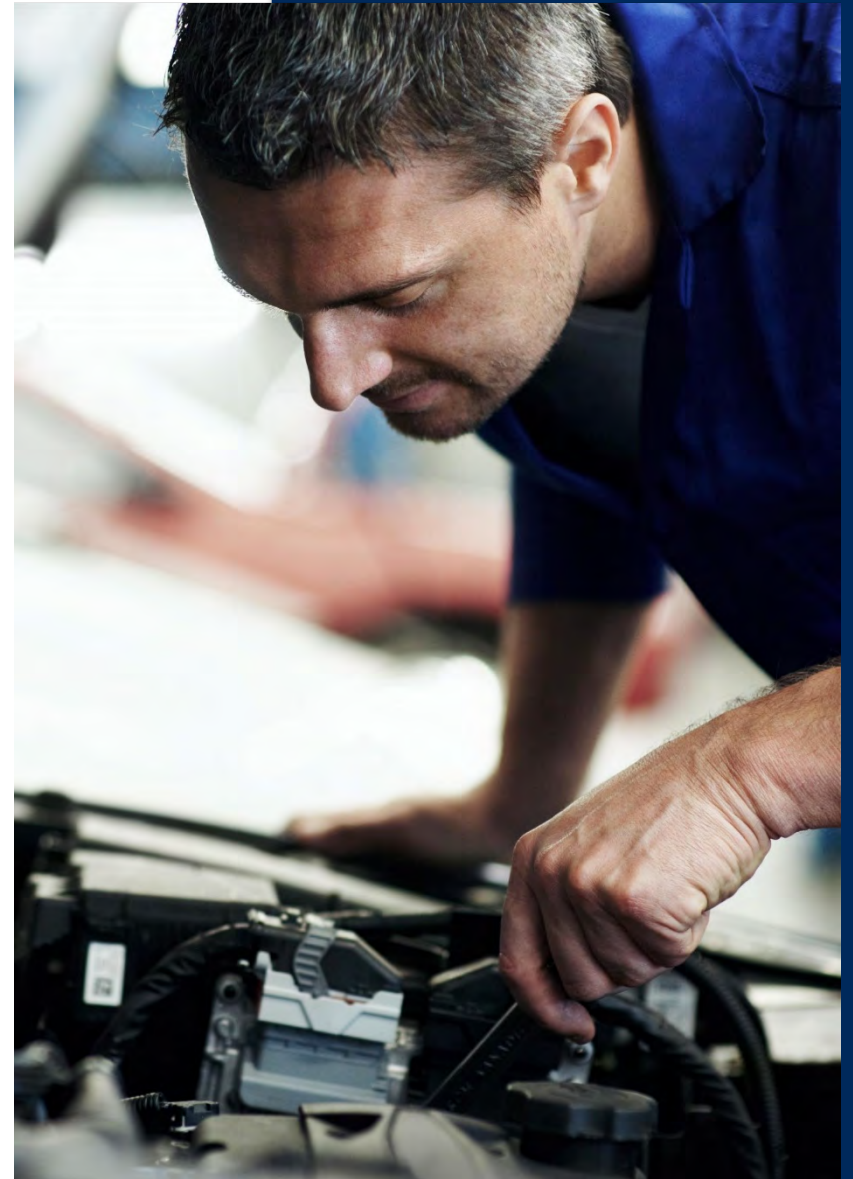
Amending IWPs – Example (Part 1)

■ Situation

- James is currently an apprentice at an automotive repair shop.
- He is having difficulty keeping up with the fast pace and physical work at the shop.

■ Original IWP

- Short-term goal – James will obtain a full-time job in an automotive repair shop over the next six months.
- Long-term goal – James will take on additional responsibilities and obtain a managerial position in the automotive repair shop.



Amending IWPs – Example (Part 2)

■ Solution

- James and his EN discuss and agree on changing his short- and long-term goals. In addition, his EN will begin providing job coaching, which was not identified during the intake.

■ Amendment

- Short-term goal – James will reduce his 40-hour week to 20 hours so he can acclimate back into the workforce slowly. Within the next six months, James will begin attending classes at Southern New Hampshire University online to obtain his associate degree in business.
- Long-term goal – Using his associate degree, James will obtain a full-time managerial position in the automotive repair shop.
- Additional Services – EN will provide job coaching services to assist James with his re-acclimation into the workforce.

When to Unassign a Ticket

Unable to maintain two-way communication

- Unassign Ticket within **60 days** from the date of initial unsuccessful contact attempt during the Initial Job Acquisition Phase through the end of Phase 1 Milestones.
- Unassign Ticket within **180 days** from the date of initial unsuccessful contact attempt during the Ongoing Support Phase 2 Milestones through Ticket Unassignment.

Ticketholder not meeting goals

- Following discussion, Ticketholder advises they no longer want to work toward their established goals or revise their goals, and is not working toward self-sufficiency.

Review your Ticket Assignments



- Review your Ticket assignments regularly and unassign Tickets for Ticketholders you are not actively working with, have lost contact with, or who your EN is unable or unwilling to provide support.

Documentation Tips for Service and Supports Review

- Start with a well written and detailed IWP as per Part 1 of this series and amend as necessary.
- Ensure IWP is signed and dated by both Ticketholder and EN.
- Document all contacts made with the Ticketholder, including the date, modality of contact, and reason for the contact.
 - If unable to maintain two-way contact, document the three attempts made to reach the Ticketholder.
- Document all the services and support provided to the Ticketholder as agreed upon in the IWP.
- Maintain thorough records and properly file documents to ensure quick retrieval of IWPs, IWP amendments and case notes.
- Complete the Certification of Services (COS) form.
- Review Ticketholder files regularly for compliance and accuracy.

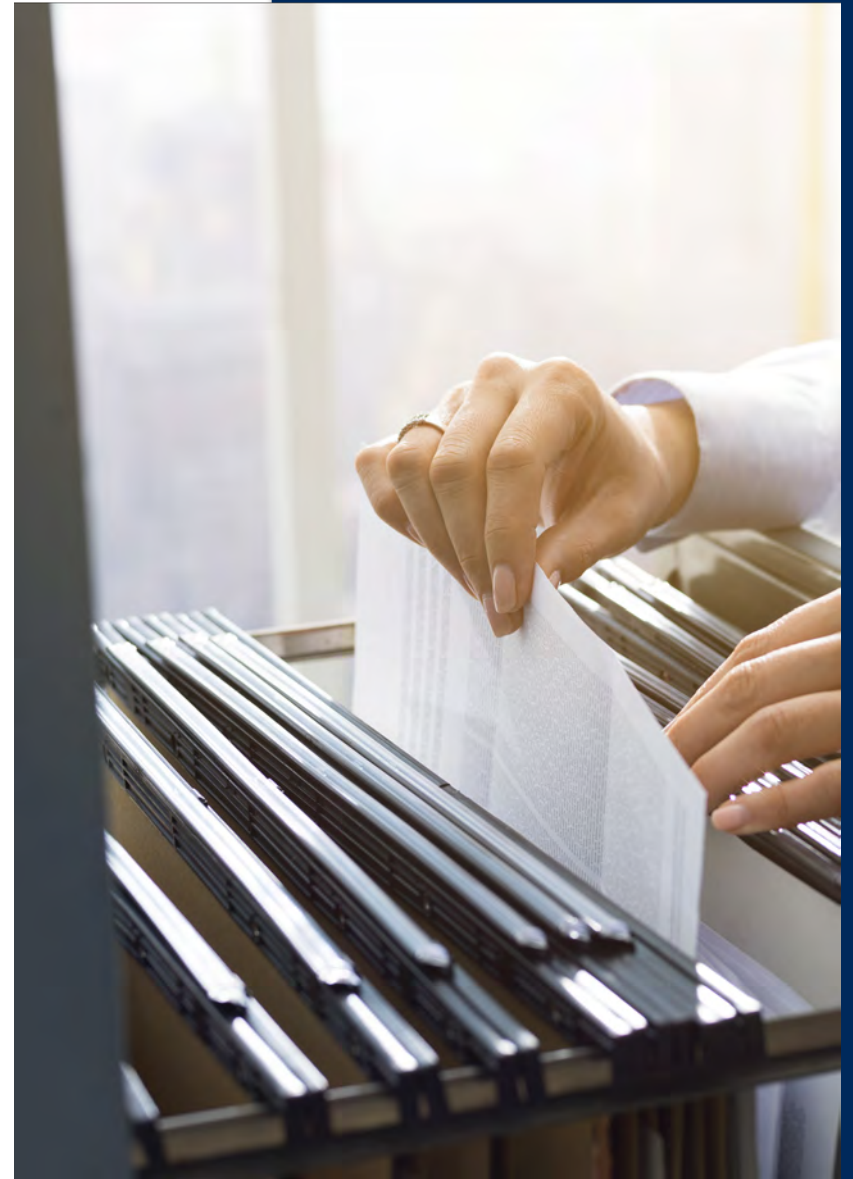
Certification of Services (COS)

- ENs complete an EN Certification of Services (COS) statement to provide proof that the ongoing supports provided to Ticketholders align with the services agreed upon in the Ticketholder's IWP.
- ENs must submit a COS statement:
 - During an annual Services and Supports review – an audit of a random sample of assigned Tickets to confirm services, supports and contacts with clients.
 - To satisfy requests for Quality Assurance (QA) reviews as stated in the Ticket Program Agreement (TPA).

[Employment Network \(EN\) Certification of Services \(COS\) Statement \(ssa.gov\)](https://www.ssa.gov/EN/COS)

Documentation Storage

- Store or file IWPs in a secure location.
- Retention of records requirements are as follows:
 - The EN must maintain a Ticketholder's records for a minimum of **three years** following Ticket unassignment and can destroy the Ticketholder's records after the minimum is met.
 - If not destroyed, the EN must securely maintain the records in the manner they would maintain assigned Ticketholder records.
 - If an EN's TPA is terminated or expires, retention of Ticketholder records is not to exceed **one year** following the TPA expiration or termination, unless directed otherwise by SSA.



Documentation Storage, Continued

- The EN is responsible for the disposal of (or arranging for the disposal of) Ticketholder Personally Identifiable Information (PII) in a safe and secure manner, including PII maintained by subcontractors or provider partners performing services for the EN under the TPA.

For more details regarding Storing an Individual Work Plan, please refer to TPA Part III, Section 11.K.

QUESTIONS

Resources

1

[EN Guide for Working with Ticketholders](#)

2

[IWP Form SSA-1370](#)

3

[The Work Site - Request for Application \(RFA\) \(ssa.gov\)](#)

4

[Employment Network \(EN\) Certification of Services \(COS\) Statement \(ssa.gov\)](#)

Reminders

Do you have feedback, recommendations and/or ideas for future EN Essentials Training Sessions?

- Contact the EN Development and Training Department
- Email ENOperations@yourtickettowork.ssa.gov

Upcoming learning event:

- October 18: Managing Your EN Services and Supports Reviews
- November 14: Request for Application (RFA) Updates