

15. If you answered “Yes” to question 13, what percentage of your time is spent meeting virtually via email?

- Between 0% and 25%
- Between 26% and 50%
- Between 51% and 75%
- Between 76% and 100%
- N/A

16. If you answered “Yes” to question 13, what percentage of your time is spent meeting virtually via the internet or website?

- Between 0% and 25%
- Between 26% and 50%
- Between 51% and 75%
- Between 76% and 100%
- N/A

17. How does your EN prefer to be listed in the EN Directory on www.choosework.ssa.gov in terms of how you provide services to Ticketholders?

- Virtual
- In-person
- Both

18. Do you have a written Partnership Plus agreement with your local State Vocational Rehabilitation Agency?

- Yes
- No

19. If you answered “Yes” to the question above, during the lifetime of the agreement how many assignments are a direct result of the agreement?

- Number of assignments _____
- N/A

20. Have you made any changes to your liability insurance in the past 12 months?

- Yes
- No

21. Is your System for Award Management (SAM) registration current?

- Yes
- No

22. Do you use autodialing/robocalling to contact Ticketholders?

- Yes
- No

23. If you responded “Yes” to the question above, are you using autodialing/robocalling with lists provided from Social Security as a participant in the Marketing Pilot?

- Yes
- No
- N/A

24. How many of your Ticketholders attend school or participate in educational or employment training programs?

- _____

25. Does your EN use a specific software to track your Ticket clients?

- Yes
- No

26. If you answered “Yes” to the question above, please provide the name of the software.

- _____
- N/A

27. If you answered “Yes” to question 25, is this software cloud-based?

- Yes
- No
- N/A

Staffing Questions

28. How many staff members does your EN have working on the Ticket program full-time?

- _____

29. How many staff members does your EN have working on the Ticket program part-time?

- _____

30. How many volunteers or interns does your EN have working on the Ticket program annually?

- _____
- N/A

31. How many of your Ticket staff members have 2 or more years of experience providing service-related employment support?

- _____

32. Do you have an SSA approved Certified Benefits Counselor on staff for the Ticket program with a Community Partner Work Incentive Counselor (CPWIC) certification?

Note: Social Security considers Certified Benefits Counselor as any EN employee or subcontractor who has gone through and passed either the Community Partner Work Incentives Coordinator certification (CPWIC) from Virginia Commonwealth University (VCU), the Benefits Work Incentives Practitioner certification (BWIP) from Cornell University or Benefits Information Network (BIN) Training through Indiana University.

- Yes
- No

33. If you answered “Yes” to the question above, what are the names of the staff at your organization that are an SSA approved Certified Benefits Counselor?

For “Position” please list the individual’s title as listed in your TPA, for example: Signatory Authority, Program Contact, Ticketholder Contact, Payments Contact, etc.

For Training Type please specify whether the training was through VCU, Cornell University or Indiana University.

- Individual 1 Name
- Individual 1 Position
- Individual 1 Training Type

- Individual 2 Name
- Individual 2 Position
- Individual 2 Training Type

- Individual 3 Name
- Individual 3 Position
- Individual 3 Training Type

- Individual 4 Name
- Individual 4 Position
- Individual 4 Training Type

- Individual 5 Name
- Individual 5 Position
- Individual 5 Training Type

34. If your organization has more than 5 SSA approved Certified Benefits Counselors, please upload an Excel document with the Names in Column A, Positions in Column B, and Training Type in Column C.

- Option to upload file

35. Please upload all SSA approved Certified Benefits Counselor certifications as either a single PDF or a single zip file.

Note – Certificates will be used to verify Certified Benefits Counselor status and populate the “Benefits Counselor Badge” shown in the Find Help Tool.

- Option to upload file

36. Have you obtained suitability clearance for all employees working under the TPA who access or handle Personally Identifiable Information (PII), including volunteers and interns?

- Yes
- No

37. Have you notified SSA of any employees who previously received suitability clearance who are no longer working under the TPA?

- Yes
- No

EN Service-Related Questions

38. Does your EN have expertise or available resources for serving Youth in Transition clients?

- Yes
- No

39. Does your EN have expertise or available resources for serving Veterans?

- Yes
- No

40. Does your EN have expertise or available resources for serving clients with physical impairments?

- Yes
- No

41. Does your EN have expertise or available resources for serving clients with hearing impairments?

- Yes
- No

42. Does your EN have expertise or available resources for serving clients with visual impairments?

- Yes
- No

43. Does your EN have expertise or available resources for serving clients with cognitive impairments? Some examples include traumatic brain injury (TBI), autism, intellectual disorders, and learning disabilities such as dyslexia and attention deficit disorder (ADD).
- Yes
 - No
44. Does your EN have expertise or available resources for serving clients with psychiatric disorders or mental behavioral impairments? Some examples include anxiety, bipolar disorder, depression, and schizophrenia.
- Yes
 - No
45. Does your EN have expertise or available resources for serving clients pursuing self-employment?
- Yes
 - No
46. Does your EN offer Timely Progress Review (TPR) guidance?
- Yes
 - No
47. Does your EN offer a special language service (including Braille, American Sign Language, materials and services in languages other than English)?
- Yes
 - No
48. If you answered “Yes” to the question above, what specifically does your EN offer?
- N/A
 - Braille
 - American Sign Language
 - Materials and services in languages other than English (please specify)
-

49. What services does your EN or provider affiliates offer to your Ticketholders?

Check all that apply:

- Career planning/counseling
- Goal setting
- Job accommodations
- Job coaching/training/development
- Job search/placement/job placements assistance
- Ongoing employment support/job retention
- Resume writing
- Transportation
- Training
- Wage reporting
- Other (please specify) _____