



# Quarterly All Employment Network (EN) Call

August 22, 2019 • 3:00 – 4:30 p.m. ET

## Quarterly All EN Call Call Agenda

1. Introductions and Social Security updates
2. EN updates
3. Find Help updates
4. Outreach updates
5. Questions

# UPDATE

EN Updates

## EN Updates

# ENs Operating Multiple Business Models

- For each business model an EN must have a separate:
  - EN name
  - Data Universal Numbering System (DUNS) number
  - System for Award Management (SAM) registration
- ENs must also complete Part V of the Request for Application (RFA) for each business model and submit to [enservice@ssa.gov](mailto:enservice@ssa.gov)
- **Deadline:** September 30, 2019
- For assistance contact [ENOperations@yourtickettowork.ssa.gov](mailto:ENOperations@yourtickettowork.ssa.gov)
- Resources  
(available at [yourtickettowork.ssa.gov/resources/resource-documents.html](http://yourtickettowork.ssa.gov/resources/resource-documents.html))
  - EN RFA – Request to Add a Business Model
  - Business Model Instructions

## EN Updates

# Service Provider Foundations Requirements

- Includes 14 topics delivered in 3 phases
- Mandatory for EN Program Contact, Ticketholder Contact, Ticket Portal Users, Payments Contact, and Suitability Contact
- New EN employees with these responsibilities must complete training:
  - Within 60 days after Social Security is notified of EN staff change
  - Before being activated/allowed to serve Ticketholders
- Topics required for each EN Key Contact are listed at [yourtickettowork.ssa.gov/training-and-events/foundations-curriculum.html](https://yourtickettowork.ssa.gov/training-and-events/foundations-curriculum.html)

## EN Updates

# Adding Ticket Portal Users and Reporting New EN Contacts

- To add a new Ticket Portal User email [TicketPortal@ssa.gov](mailto:TicketPortal@ssa.gov) and CC [ENService@ssa.gov](mailto:ENService@ssa.gov)
- All new key points of contact (Program Contact, Ticketholder Contact, Payments Contact, and Suitability Contact) should be reported to Social Security immediately
- To report new key points of contact:
  - Email [ENService@ssa.gov](mailto:ENService@ssa.gov)
  - Use Form 1374: TPA Change Form [yourtickettowork.ssa.gov/resources/forms.html](http://yourtickettowork.ssa.gov/resources/forms.html)



# Find Help Updates

# Find Help Updates

## Updated Search Form

**Search Options**

**Basic Information**

**Provider Type**

Employment Network (EN) ?

Vocational Rehabilitation Agency (VR) ?

Benefits Counseling (WIPA) ?

Legal Services (PABSS) ?

**Providing Services**

In-Person Services ?

Virtual Services ?

**ZIP Code**

**Distance from ZIP**

**Provider Name**

**Services Provided**

**Career Preparation Services**

Career Planning ?

Job Coaching/Training ?

**Employment Services**

Direct Employment (i.e., hiring beneficiary to work for EN) ?

Job Placement/Job Placement Assistance ?

**On-the-Job Services**

Job Accommodations ?

Ongoing Employment Support/Job Retention ?

**Other Services**

Consumer-Directed Services ?

Special Language Capability (including Braille and Sign Language) ?

**State**

**Populations Served**

**Disabilities Served**

Hearing Impairments

Visual Impairments

Mental Impairments

Other

**Specializations**

Young Adults

Veterans

Self-Employment

**Languages**

Most (Interpreter)

Sign Exact Language

Most (Language Line)

English

**Factors for Success**

Current Filters: EN x



## Find Help Updates

# Enhanced Help Functionality

The screenshot displays the 'Search Options' section of the Ticket to Work provider search interface. It features several filter categories: 'Basic Information' (including Provider Type and Providing Services), 'Services Provided' (subdivided into Career Preparation, Employment, and On-the-Job Services), and 'Populations Served' (including Factors for Success). A 'Partnership Plus' popup window is overlaid on the search results, providing detailed information about this service arrangement. The popup text explains that for state VR agency services, cases may close 90 days after starting work, and that Partnership Plus allows for continued support through an Employment Network (EN) to help participants retain jobs and increase earnings. The popup also includes a 'Read More' link. At the bottom of the search interface, a 'Current Filters' bar shows selected filters: EN, State VR Agency, WIPA, PABSS, and In-Person. The 'Search Results' section at the bottom indicates 609 providers are found, sorted by 'Alphabetical'.

### Search Options

**Basic Information**

**Provider Type**

- Employment Network (EN) ?
- Vocational Rehabilitation Agency (VR) ?
- Benefits Counseling (WIPA) ?
- Legal Services (PABSS) ?

**Providing Services**

- In-Person Services
- Virtual Services

**ZIP Code** [ ]

**Distance from ZIP** [ ]

**Provider Name** [ ]

**Services Provided**

**Career Preparation Services**

- Career Planning ?
- Job Coaching/Training ?

**Employment Services**

- Direct Employment (i.e., hiring beneficiary to work for EN) ?
- Job Placement/Job Placement Assistance ?

**On-the-Job Services**

**Populations Served**

**Factors for Success**

- Benefits Counselor ?
- Partnership Plus ?

### Partnership Plus

If you receive services with a state VR agency, your case may be closed approximately 90 days after you start working. After VR services end, many people find that they need continuing support services to help them keep their job and increase their earnings over time. That's why state VR agencies often partner with ENs that provide job retention services and other types of ongoing support.

This arrangement, known as Partnership Plus, gives Ticket program participants continued access to individualized employment services, if needed. After VR services have ended, you can assign your Ticket to an EN of your choice to receive these additional services. Partnership Plus sets you up for success by providing the support you need at each step to financial self-sufficiency. [Read More](#)

Current Filters: **EN** × **State VR Agency** × **WIPA** × **PABSS** × **In-Person** ×

### Search Results

609 Providers

Sort By: Alphabetical ▾

# Find Help Updates

## Brand New Provider Cards

Show Search Form ^

Current Filters: EN x State VR Agency x WIPA x PABSS x In-Person x

### Search Results

609 Providers

Sort By: Alphabetical ▾

**Sample Network**
↗

Employment Network
National
Both In-Person and Virtual
[Visit Website](#)

<b>Primary Contact</b> Jane Doe	<b>Main Phone</b> 888-888-8888	<b>Primary Address</b> 123 Sample Road, Somewhere, NE, 68410 <a href="#">Open address in Google Maps</a>
<b>Email</b> <a href="mailto:jdoe@example.com">jdoe@example.com</a>	<b>Toll Free</b> 888-888-8888	

Show Details

**Sample Network**
↗

Employment Network
National
Both In-Person and Virtual
[Visit Website](#)

<b>Primary Contact</b> Sam Smith	<b>Main Phone</b> 888-888-8888	<b>Primary Address</b> 123 Sample Road, Somewhere, NE, 68410
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## Find Help Updates Provider Card – Show Details

- Clicking the show details button on the provider card in the search results opens a modal
- Closing out of the modal will bring you back to search results
- Phone numbers are clickable, so mobile users can click the phone number to dial

Sample Provider

Provider Profile Additional Matching Offices

### Provider Profile

Employment Network National Both In-Person and Virtual

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#### Contact Information

<b>Primary Address</b> 123 Sample Road, Somewhere, NE, 68410	<b>Main Phone</b> 888-888-8888	<b>Fax Number</b>
<b>Contact Address</b> 123 Sample Road, Somewhere, NE, 68410	<b>Toll Free</b> 888-888-8888	<b>TTY Phone Number</b>
		<b>Preferred Contact Method</b> Phone, Email, Website, In Person

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#### Provider Basics

**Ticket to Work Clients**

As of 03/31/2019	2018	2017	2016
57	75	50	45

**Time as an EN** 3 years 11 months

**Type of Provider** National Employment Network (EN)

**Benefits Counselor** No

**Languages** English

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#### Services / Features

<p><b>Disabilities Served</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Hearing Impairments</li> <li><input checked="" type="checkbox"/> Cognitive or Mental Impairments</li> <li><input checked="" type="checkbox"/> Physical Impairments</li> <li><input type="checkbox"/> Visual Impairments</li> <li><input checked="" type="checkbox"/> Other</li> </ul> <p><b>Specialization</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Youth-In-Transition</li> <li><input checked="" type="checkbox"/> Veterans</li> <li><input type="checkbox"/> Self-Employment</li> </ul>	<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Career Planning</li> <li><input type="checkbox"/> Consumer-Directed Services</li> <li><input type="checkbox"/> Employment (i.e., hiring beneficiary to work for EN)</li> <li><input checked="" type="checkbox"/> Job Accommodations</li> <li><input checked="" type="checkbox"/> Job Coaching/Training</li> <li><input checked="" type="checkbox"/> Job Placement/Job Placement Assistance Services</li> <li><input checked="" type="checkbox"/> Ongoing Employment Support/Job Retention</li> <li><input type="checkbox"/> Special Language Capability (including Braille Services and Sign Language)</li> <li><input checked="" type="checkbox"/> Other</li> </ul>
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# Future Updates Coming

- This update was an overhaul of the entire Find Help tool designed from the ground up
  - Designed to contain all features and functions of the previous version of the Find Help tool
  - Contains a modern look and feel
- This update is only the beginning with planned improvements to:
  - Aesthetics
  - Functionality
  - Usability
- Additional information and updates to layout
- Brand new features and functionality



## Quarterly All EN Call

# New Social Media Initiative Underway

- Opportunity to share service providers' social media and website content on Choose Work Facebook and Twitter channels
- Increase reach through more than 34,000 Choose Work followers
- Send social media handles and sharing requests to [socialmedia@choosework.ssa.gov](mailto:socialmedia@choosework.ssa.gov)
- Need 1-2 weeks advance notice to promote events



## Quarterly All EN Call

# New Feature Stories Planned


- **Stepping Stone** stories demonstrate progress on the path to financial independence
- First story to be published in September
- Send candidates for Stepping Stone stories and Success Stories to [Stories@choosework.ssa.gov](mailto:Stories@choosework.ssa.gov)



# Quarterly All EN Call

## New Fact Sheet Published


- **Using Your PASS** provides advice on what to do and not do once a person has an approved PASS
- All Fact Sheets are available on both program websites
  - ChooseWork Library  
[choosework.ssa.gov/library](http://choosework.ssa.gov/library)
  - Service Provider's Outreach Toolkit  
[yourtickettowork.ssa.gov/resources/factsheets.html](http://yourtickettowork.ssa.gov/resources/factsheets.html)


Ticket to Work Program Fact Sheet

### Using Your PASS

Social Security Work Incentives are designed to help people with disabilities who receive Social Security disability benefits transition to financial independence through work.

If you receive Supplemental Security Income (SSI) or can become eligible for SSI, the **Plan to Achieve Self-Support (PASS)** is a Work Incentive that helps you set aside income and resources for expenses related to your work goals. To get started, you must submit an application for a PASS to be reviewed and approved by Social Security. Your PASS must be in writing, identify a specific work goal, and identify items and services needed to achieve the work goal.



What happens once you have a Social Security-approved PASS? Consider these next steps and reminders to help you pursue your work goals with an approved PASS.

**Establish communications with your PASS Specialist**

Everyone who has a Social Security-approved PASS can speak with a PASS Specialist. This person is your resource for any questions you may have about your PASS and what your responsibilities are. You should

talk to your PASS Specialist if you need to request changes or make adjustments to your plan.

When Social Security receives your application for a PASS, a PASS Specialist will contact you to review your plan, make suggestions for changes if necessary, and to request information that supports the success of your plan. Your PASS Specialist will provide you with information on how you can contact them if you have questions or need to make changes to your plan once it has been approved by Social Security.

If you and your PASS Specialist decide that phone conversations are the best way to address your questions, the PASS Specialist will send you written notification of any approved changes to your plan. You're responsible for making sure you use your PASS funds correctly and getting any changes approved. Having records of decisions you and your PASS Specialist discuss can help avoid potential misunderstandings.

#### Applying for a PASS

You can get a copy of the PASS application Form SSA-545-BK from your local Social Security office or online at [www.ssa.gov/online/ssa-545.html](http://www.ssa.gov/online/ssa-545.html).

If you need help, there are many people who can help you write a PASS, including a Ticket to Work service provider, vocational counselor or a relative.

PASS specialists are specially trained to review and approve your plan as well as make any changes once your PASS is approved.

To connect with a PASS Specialist, call Social Security at 1-800-772-1213 between 7 a.m. and 7 p.m. ET, Monday through Friday and ask for a PASS Specialist's number. Or visit the Social Security website: [www.ssa.gov/disabilityresearch/wi/passcadre.htm](http://www.ssa.gov/disabilityresearch/wi/passcadre.htm).

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## New Articles Published

- Published 3 articles:
  - Find Resources for Social Security Disability Beneficiaries Who Want to Work
  - Ticket to Work: Designed for You
  - Support for People with Disabilities on the Journey to Work
- Generated 10,392 newspaper articles and received a combined total of 173,091,680 unique views per month
- Available at [www.napsnet.com](http://www.napsnet.com)
  - Select **Government News** under article categories




# New WISE Resource Developed


- **WISE ASL Visual Guide** offers individuals information about connecting with ASL services during a WISE webinar
- Includes information about connecting with a video relay service (VRS) and the webinar
- Available at [choosework.ssa.gov/library/wise-asl-guide](https://choosework.ssa.gov/library/wise-asl-guide)

Attending WISE Webinars Using American Sign Language (ASL)

### Technology Option Examples

Depending on access to technology, you can choose to use ASL interpretation services through:

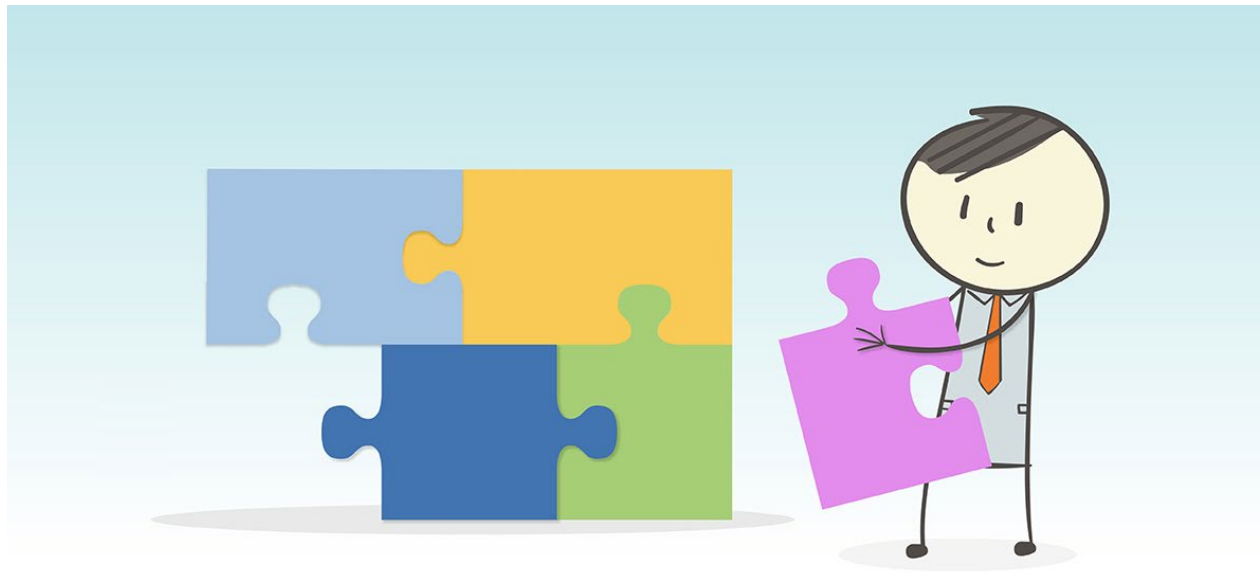
<i>One computer monitor with two windows</i>		
<i>Two computer monitors</i>		
<i>One computer monitor and one separate device (videophone, tablet, or mobile phone)</i>		<i>Interpreter (videophone or other device)</i>

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## Next WISE Webinar Scheduled

- **Putting It Together: Ticket to Work's Resume and Interview Tips** will be held on Wednesday, August 28 at 3 pm ET.
- Lisa Jordan of Human Solutions, LLC., to discuss best practices for making a strong impression during a job search.
- Register for the webinar at [choosework.ssa.gov/wise](https://choosework.ssa.gov/wise)



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# Questions?

Dial **\*1** to add yourself to the queue for questions

Dial **\*2** to remove yourself from the queue if your question has already been answered