



Quarterly All Employment Network (EN) Call

November 21, 2019 • 3:00 – 4:30 p.m. ET

Quarterly All EN Call

Call Agenda

1. Welcome and Social Security updates
2. Community Partner Work Incentives Counselors (CPWIC)
3. EN updates
4. Find Help changes
5. Service Provider Foundations Modules
6. Outreach
7. Questions and Answers

Quarterly All EN Call Performance Data

EN Productivity is on the Rise

While the number of ENs has gone down over the past 4 years, EN outcomes have risen substantially!

Fiscal Year Ending	9/30/2015	9/30/2017	9/30/2019	% change
Number of ENs	642	596	531	-17 %
Tickets Assigned to ENs	51,359	65,707	69,496	+35 %
Average Tickets per EN	80	110	131	+64 %
Total Paid to ENs	\$46.17 M	\$79.41 M	\$84.92 M	+84 %
Average Paid per EN	\$71,916	\$133,238	\$159,925	+122 %
Tickets In Use VR	248,786	250,365	231,015	-7 %

Community Partner Work Incentives Counselors (CPWIC)

Initial Training and Certification

Susan O'Mara, Virginia Commonwealth
University National Training and Data Center

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Community Partner Work Incentives Counselors (CPWIC)

CPWIC Community Partner Initial Training and Certification

- Solely for professionals who will deliver individualized work incentives counseling services to beneficiaries on a regular basis
 - Initial Training calendar: <https://vcu-ntdc.org/training/initial/calendar.cfm>
- Community partners must complete the **“Introduction to Social Security Disability Benefits, Work Incentives, and Employment Support Programs”** web course before they can register for the Initial Training
 - Web course consists of 6 one-hour lessons
 - Web Course Calendar: <https://vcu-ntdc.org/training/initial/introcal.cfm>

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

Site Visits

Contract Year	# of Trips	# of ENs	Avg # ENs per Visit	# of States	Most Visited States
OY2 (2017-2018)	25	41*	3	20	TX, TN, FL, LA
OY3 (2018-2019)	28	61	2	18	TX, CA

*4 WIPA/PABSS visits not included in total

- Most common issues identified:
 - Non-compliant documentation
 - Maintaining contact with Ticketholders
 - Suitability for all relevant staff



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 ?

Resume Writing ?

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 ?

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 ×

Find Help Updates

Updated Search Form

Search Options

Basic Information

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On-the-Job Services

Job Accommodations ?

Ongoing Employment Support/Job Retention ?

Other Services

Consumer-Directed Services ?

Special Language Capability (including Braille and Sign Language) ?

Transportation Services ?

Wage Reporting Assistance ?

+ State

Populations Served

Disabilities Served

Hearing Impairments

Visual Impairments

Mental Impairments

Other

Specializations

Young Adults

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Most (Interpreter)

Sign Exact Language

Most (Language Line)

English

+ Factors for Success

Current Filters: EN x

Find Help Updates

Pinning Providers (1 of 4)

Pinned Providers **Currently Pinned: 0 | Remaining: 3** 

There are currently no service providers pinned. Using the pin icon on a provider card will move the card into this section. Once you've pinned at least 2 service providers, you can use the Compare Service Providers button to compare those providers' services.

[Compare Service Providers](#)

Search Results

450 Providers

Sort By: Alphabetical 

SAMPLE EN 

Employment Network **Multi-State**

[Visit Website](#)

Primary Contact

JOHN DOE

Main Phone

888-000-0000

Primary Address

123 Example Road, SAMPLE, TN, 38100

Email

JOHNDOE@Example.com

Toll Free

888-000-0000

[Open address in Google Maps](#)

[Show Details](#)

SECOND SAMPLE EN 

Employment Network **National** **Both In-Person and Virtual**

[Visit Website](#)

Primary Contact

JANE DOE

Main Phone

866-000-0000

Primary Address

456 Sample Way, Example, IN, 46200

Pinning Providers (2 of 4)

Pinned Providers Currently Pinned: 1 | Remaining: 2 ?

SAMPLE EN



Expand ▾

Compare Service Providers

Search Results

450 Providers

Sort By: Alphabetical ▾

SECOND SAMPLE EN



Employment Network National Both In-Person and Virtual

[Visit Website](#)

Primary Contact

JANE DOE

Main Phone

866-000-0000

Primary Address

456 Sample Way, Example, IN, 46200

Email

JANEDOE@Example.com

Toll Free

855-000-0000

[Open address in Google Maps](#)

Show Details

Pinning Providers (3 of 4)

Pinned Providers Currently Pinned: 2 | Remaining: 1

SAMPLE EN



[Expand](#) ▼

SECOND SAMPLE EN



[Expand](#) ▼

[Compare Service Providers](#)

Find Help Updates

Pinning Providers (4 of 4)

Pinned Providers Currently Pinned: 2 | Remaining: 1 ⓘ

SAMPLE EN

[Expand](#) ▼

SECOND SAMPLE EN

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

JANE DOE

Main Phone

866-000-0000

Primary Address

456 Sample Way, Example, IN, 46200

EmailJANEDOE@Example.com**Toll Free**

855-000-0000

[Open address in Google Maps](#)[Show Details](#)[Collapse](#) ▲[Compare Service Providers](#)

Find Help Updates

Compare Providers

Service Provider Comparison		
Comparison between ENs		
The table listed below provides a comparison between Employment Networks (EN). Please note that ENs may provide more services than those listed here and the services they offer may change. We've provided this information as an overview of services, but we recommend that you reach out directly to ENs to discuss your specific goals.		
Basic Information		
	SAMPLE EN	SECOND SAMPLE EN
Type of Provider	Employment Network (EN)	Employment Network (EN)
Region Served	Multi-State	National
Provides Services	Virtually	Both In-Person and Virtually
Languages	English	English
Ticket to Work Clients 09/30/2019	1	72
Time as an EN	0 year 8 months	4 years 2 months
Factors for Success		
	SAMPLE EN	SECOND SAMPLE EN
Benefits Counselor	No	No
Partnership Plus Participation	No	No
Services / Features		
	SAMPLE EN	SECOND SAMPLE EN

Service Provider Foundations Modules

Learning Management System (LMS)

- Administers and tracks Service Provider Foundations training course
- Blends online learning with human interaction
 - 14 self-paced modules with assessments
 - Follow-up “question/answer” sessions at 6 key intervals
- Available to EN staff required to complete the course
- Attendees receive certificate of completion and activation to serve Ticketholders after completion of the course

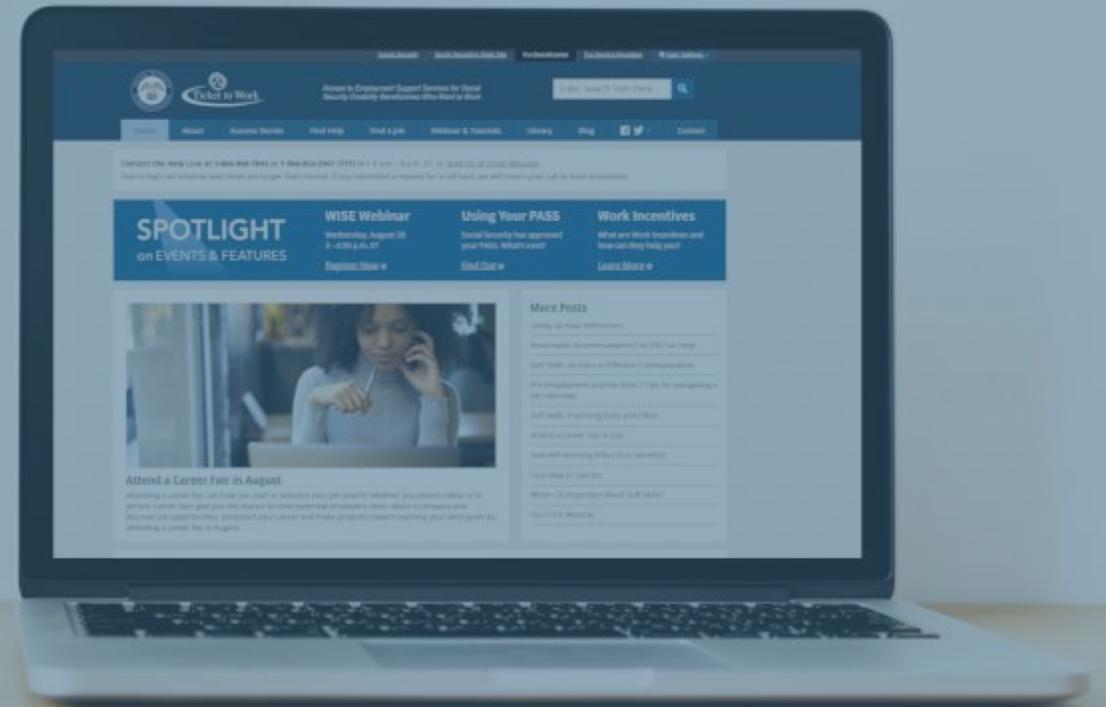


Service Provider Foundations Modules

Website Access

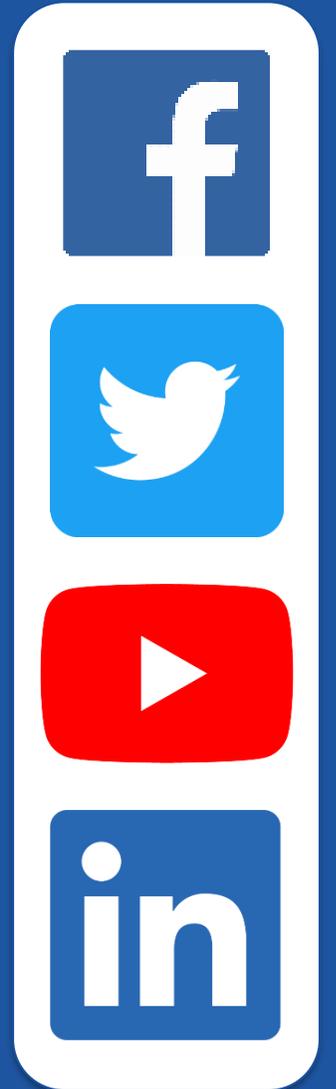
- Service Provider Foundations Learning Modules are now posted to the website at <https://yourtickettowork.ssa.gov/training-and-events/foundations-modules.html>
 - Modules are for information only
 - Viewing modules on the website does not count toward EN training requirements
- Ticket Portal module is not posted to website
 - To register for Portal training contact ENoperations@yourtickettowork.ssa.gov

Outreach Updates



Quarterly All EN Call Social Media

- **54,000 Facebook** followers
 - Successful ad campaign has added nearly 23,000 likes since August
 - Increased engagement with approximately 2,000 comments and 500+ shares in October
 - Referred 21,000 visitors to the Choose Work website
 - Resulting in over 100,00 page views
- **5,000 Twitter** followers
- **2,500 YouTube** followers
- **450 LinkedIn** followers



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Social Media Initiative

- Opportunity to share service providers' social media and website content on Choose Work Facebook and Twitter channels
- Increase reach through more than 54,000 Choose Work followers
- Send social media handles and sharing requests to socialmedia@choosework.ssa.gov
- Need 1-2 weeks advance notice to promote events



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New Articles Published

- Published 4 new articles:
 - *Helping People with Disabilities Forge Path to Financial Independence*
 - *Explore Work with Confidence*
 - *Feeling Ready for Work? This Could be Your Year*
 - *Let Work Incentives Work for You*
 - To date, 7 articles have generated 28,436 print articles with a readership of 27,131,488 and combined total of 443,475,417 unique views per month.
- Broadcast 2 new radio spots
 - To date, 5 spots have been broadcast a total of 1,975 times with an audience of 191,469,598.
- Available at www.napsnet.com
 - Select **Government News** under article categories



Quarterly All EN Call Feature Stories

- **Success Stories** candidates always welcome
- **Stepping Stone** stories demonstrate progress on the path to financial independence
 - First story, Chris, published in September
 - Separate page on the Choose Work website (<https://choosework.ssa.gov/success-stories/stepping-stones/index.html>)
- Send candidates for Stepping Stone stories and Success Stories to Stories@choosework.ssa.gov



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Next WISE Webinar Scheduled

- The December webinar “College to Careers” will be on Wednesday, December 18, 3-4:30 p.m. ET.
- It will feature information about youth peer mentoring and career-pathing for college students with disabilities.
- Featured speakers will be Steven Allen, Policy Works and Ray Cebula, Cornell University.
- Register for the webinar at choosework.ssa.gov/wise
- Remember, previous webinars can be viewed at WISE On Demand (<https://choosework.ssa.gov/webinars-tutorials/webinar-archives/index.html>)



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-  Follow us on Twitter: www.twitter.com/chooseworkssa
-  Watch Ticket to Work Videos on YouTube: www.youtube.com/choosework
-  Follow us on LinkedIn: www.linkedin.com/company/ticket-to-work

Register for the next WISE webinar!



Wednesday, December 18, 2019 3-4:30 pm ET

choosework.ssa.gov/wise

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