



Quarterly All Employment Network (EN) Call

February 25, 2020 • 1:00 – 2:30 p.m. ET

Quarterly All EN Call

Call Agenda

1. GlobalMeet webinar platform
2. Introductions and Social Security updates
3. ENs operating multiple business models
4. EN updates and reminders
5. Outreach updates
6. Questions



GlobalMeet Webinar Platform

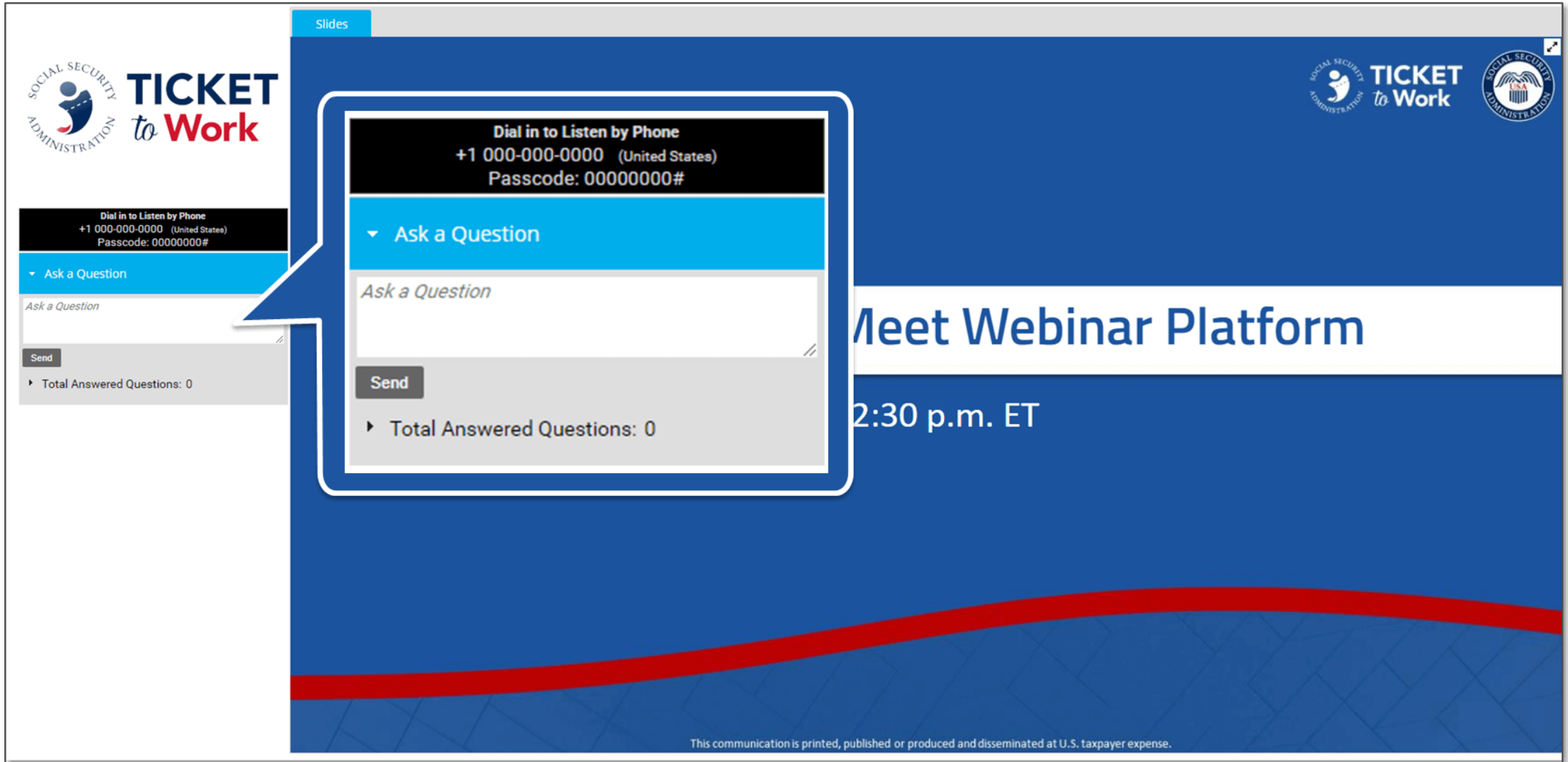
GlobalMeet Webinar Platform

The Meeting Lobby

The screenshot displays the GlobalMeet Webinar Platform Meeting Lobby interface. On the left, a black sidebar contains the text "The presentation has not started yet." Below this, it provides dial-in information: "Dial in to Listen by Phone", "+1 000-000-0000 (United States)", and "Passcode: 00000000#". A blue "Ask a Question" button is visible, followed by a text input field with the placeholder "Ask a Question" and a "Send" button. Below the input field, it shows "Total Answered Questions: 0". The main content area is titled "Slides" and displays a "Welcome to the Webcast: GlobalMeet For ENS" message. It states "The Webcast has not started yet." and provides the scheduled time: "It is scheduled for: Tue, Feb 25, 2020 1:00 PM EST". A note indicates "Slides will be available once the presentation begins."

GlobalMeet Webinar Platform

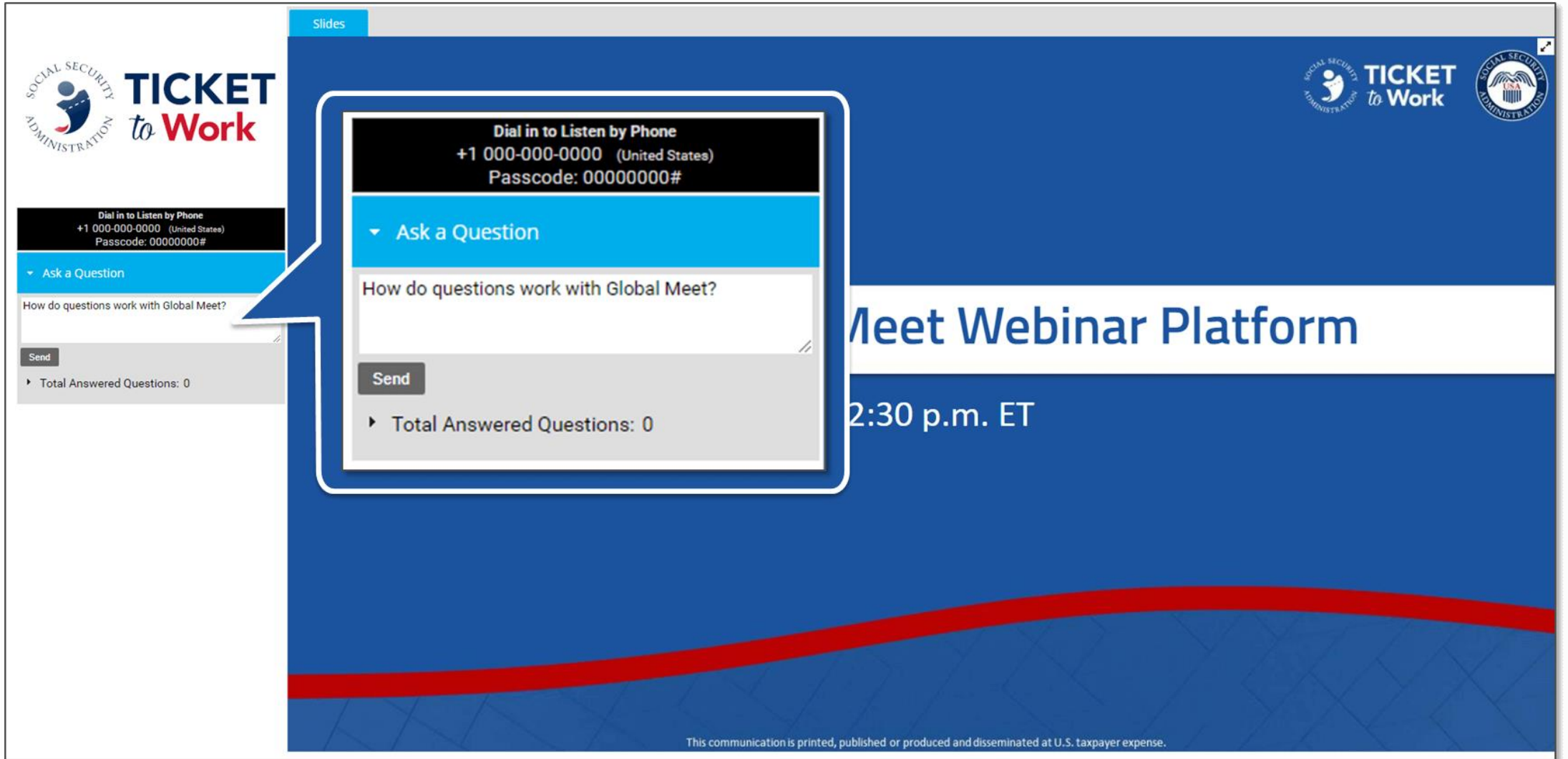
Asking a Question (1 of 3)



The screenshot displays the GlobalMeet Webinar Platform interface. On the left, a sidebar contains the Social Security Administration 'TICKET to Work' logo and a 'Dial in to Listen by Phone' section with the number +1 000-000-0000 (United States) and Passcode: 00000000#. Below this is an 'Ask a Question' section with a text input field containing 'Ask a Question', a 'Send' button, and a status indicator 'Total Answered Questions: 0'. A blue callout box highlights this 'Ask a Question' section. The main content area features a blue header with the 'TICKET to Work' logo and a large white banner with the text 'GlobalMeet Webinar Platform' and '12:30 p.m. ET'. At the bottom, a red wavy line is visible, and a small disclaimer reads: 'This communication is printed, published or produced and disseminated at U.S. taxpayer expense.'

GlobalMeet Webinar Platform

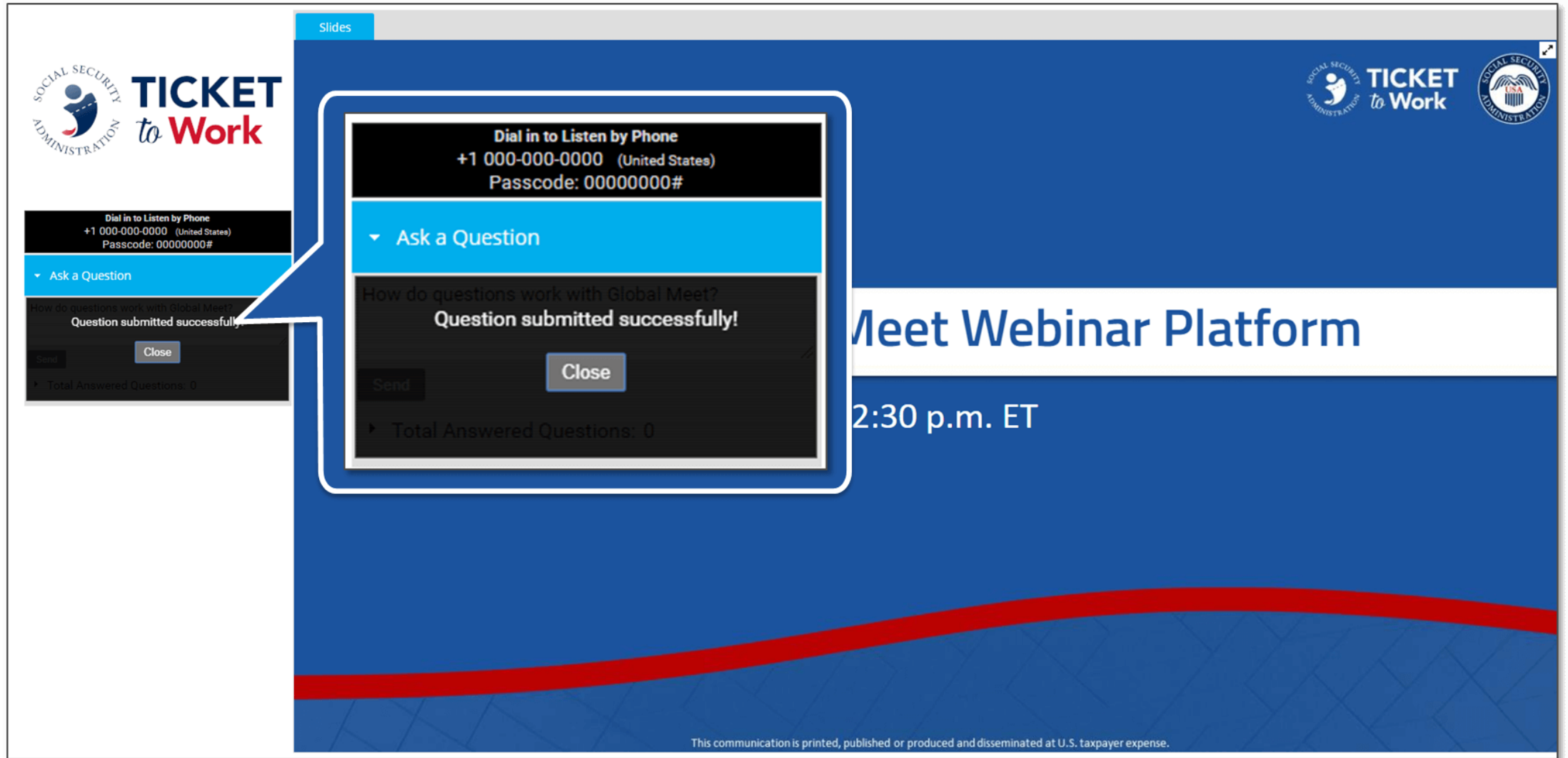
Asking a Question (2 of 3)



The screenshot displays the GlobalMeet webinar interface. On the left, a 'Slides' panel shows the 'Ask a Question' form. The form includes a 'Dial in to Listen by Phone' section with the number +1 000-000-0000 (United States) and Passcode: 00000000#. Below this is a blue 'Ask a Question' header, a text input field containing 'How do questions work with Global Meet?', a 'Send' button, and a status indicator 'Total Answered Questions: 0'. The main webinar area on the right features the 'TICKET to Work' logo, the title 'GlobalMeet Webinar Platform', and the time '2:30 p.m. ET'. A red wavy line is at the bottom, and a disclaimer reads: 'This communication is printed, published or produced and disseminated at U.S. taxpayer expense.'

GlobalMeet Webinar Platform

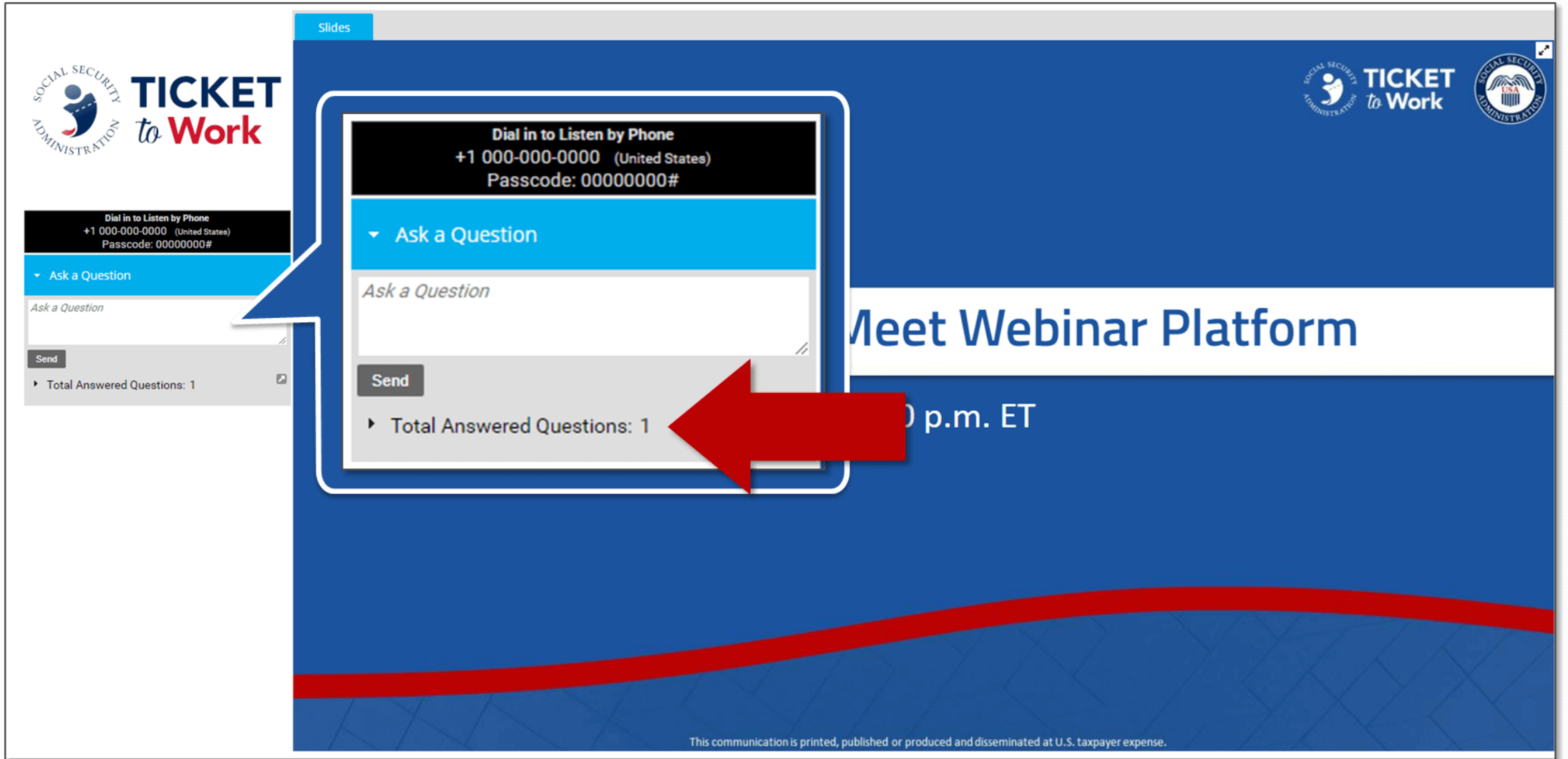
Asking a Question (3 of 3)



The screenshot displays the GlobalMeet Webinar Platform interface. At the top left, the Social Security Administration 'TICKET to Work' logo is visible. The main content area features a blue header with the text 'GlobalMeet Webinar Platform' and '2:30 p.m. ET'. A 'Slides' tab is active at the top. A central modal window is open, titled 'Ask a Question', with a 'Send' button and a 'Close' button. The modal contains the text: 'How do questions work with Global Meet? Question submitted successfully!'. Below the modal, a 'Total Answered Questions: 0' indicator is shown. A smaller inset window on the left shows the 'Dial in to Listen by Phone' information: '+1 000-000-0000 (United States) Passcode: 00000000#'. The bottom of the page includes a disclaimer: 'This communication is printed, published or produced and disseminated at U.S. taxpayer expense.'

GlobalMeet Webinar Platform

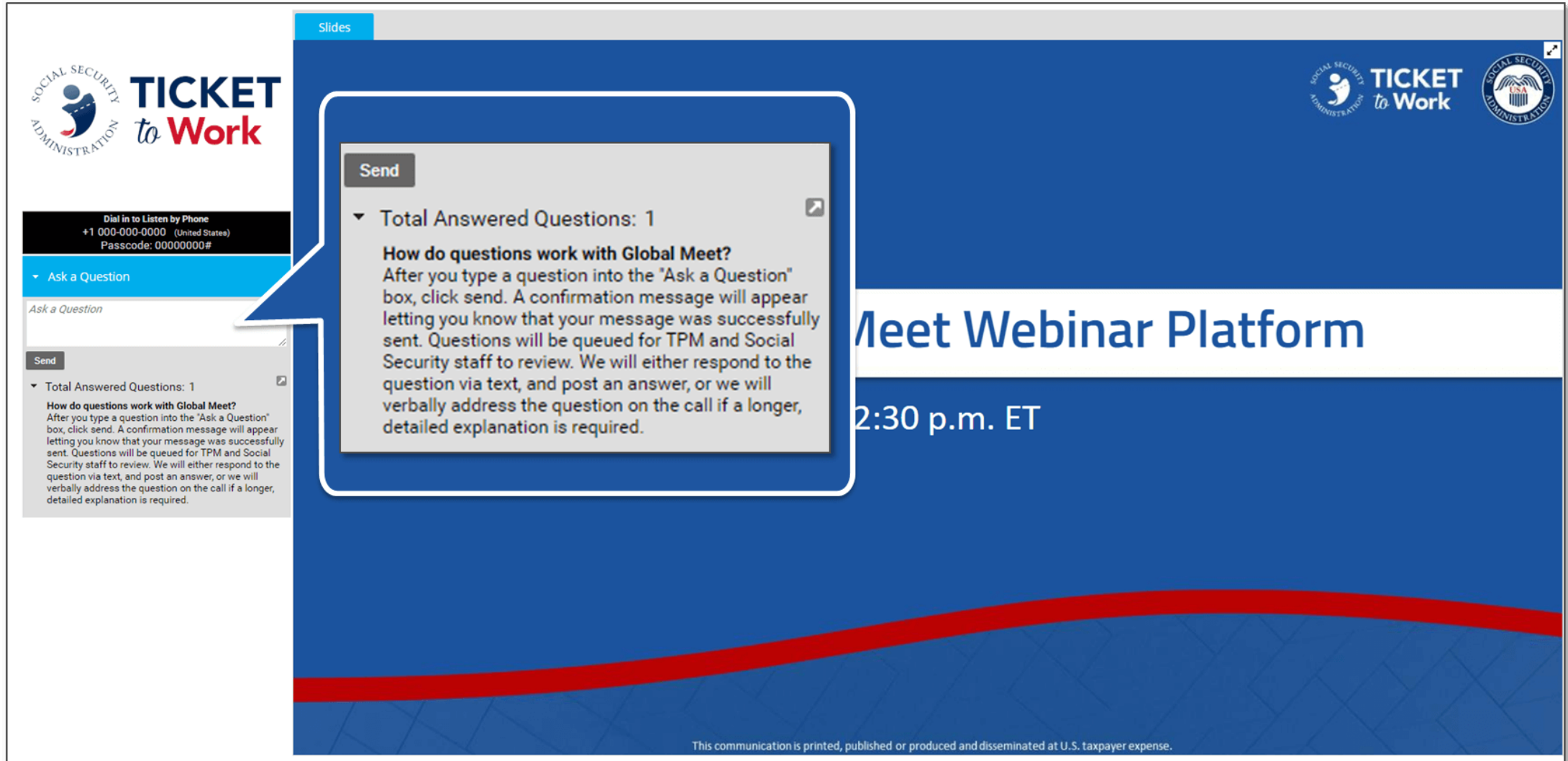
Viewing Answers to Questions (1 of 4)



The screenshot displays the GlobalMeet Webinar Platform interface. On the left, a sidebar contains the Social Security Administration logo and the 'TICKET to Work' branding. Below this, a 'Dial in to Listen by Phone' section provides the phone number +1 000-000-0000 (United States) and the passcode 00000000#. A blue 'Ask a Question' button is visible, along with a text input field containing the placeholder 'Ask a Question' and a 'Send' button. Below the input field, a notification indicates 'Total Answered Questions: 1'. The main content area features a large blue banner with the text 'GlobalMeet Webinar Platform' and a time indicator '10 p.m. ET'. A red arrow points from the 'Total Answered Questions: 1' notification in the sidebar to the 'Send' button in the main content area. The bottom of the page includes a disclaimer: 'This communication is printed, published or produced and disseminated at U.S. taxpayer expense.'

GlobalMeet Webinar Platform

Viewing Answers to Questions (2 of 4)



The screenshot displays the GlobalMeet Webinar Platform interface. On the left, there is a sidebar with the Social Security Administration logo and the "TICKET to Work" branding. Below the logo, there is a "Dial in to Listen by Phone" section with the number +1 000-000-0000 (United States) and Passcode: 00000000#. A blue button labeled "Ask a Question" is visible. Below this, there is a text input field labeled "Ask a Question" and a "Send" button. A dropdown menu shows "Total Answered Questions: 1" with a question about how questions work with Global Meet. The main content area on the right features a large blue background with the "TICKET to Work" logo and the Social Security Administration logo. A white banner contains the text "GlobalMeet Webinar Platform" and "2:30 p.m. ET". A red wavy line is at the bottom. A white box with a blue border highlights the question and answer text.

Send

▼ Total Answered Questions: 1

How do questions work with Global Meet?
 After you type a question into the "Ask a Question" box, click send. A confirmation message will appear letting you know that your message was successfully sent. Questions will be queued for TPM and Social Security staff to review. We will either respond to the question via text, and post an answer, or we will verbally address the question on the call if a longer, detailed explanation is required.

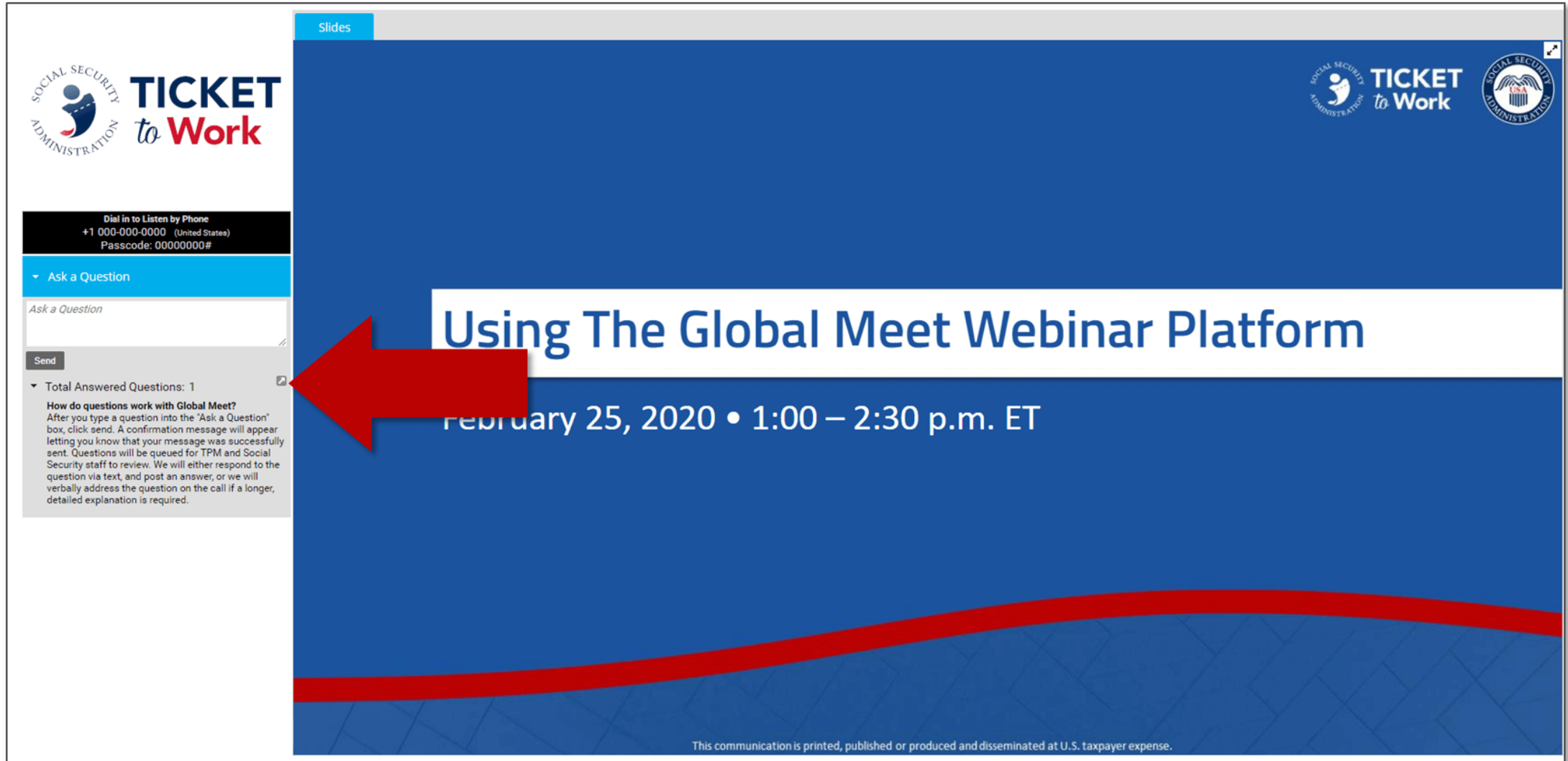
GlobalMeet Webinar Platform

2:30 p.m. ET

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GlobalMeet Webinar Platform

Viewing Answers to Questions (3 of 4)



The screenshot displays the GlobalMeet Webinar Platform interface. On the left is a sidebar with the Social Security Administration Ticket to Work logo at the top. Below the logo, there is a black box with white text: "Dial in to Listen by Phone", "+1 000-000-0000 (United States)", and "Passcode: 00000000#". Underneath is a blue header for "Ask a Question" with a dropdown arrow. Below that is a text input field labeled "Ask a Question" and a "Send" button. A section titled "Total Answered Questions: 1" is expanded, showing a question and its answer. The main content area is a blue slide with a white header "Using The Global Meet Webinar Platform" and a date/time "February 25, 2020 • 1:00 – 2:30 p.m. ET". A red arrow points from the "Send" button in the sidebar to the "Ask a Question" text field. The Social Security Administration Ticket to Work logo is also visible in the top right corner of the slide. At the bottom of the slide, there is a small disclaimer: "This communication is printed, published or produced and disseminated at U.S. taxpayer expense."

Social Security Administration **TICKET to Work**

Dial in to Listen by Phone
+1 000-000-0000 (United States)
Passcode: 00000000#

Ask a Question

Ask a Question

Send

Total Answered Questions: 1

How do questions work with Global Meet?
After you type a question into the "Ask a Question" box, click send. A confirmation message will appear letting you know that your message was successfully sent. Questions will be queued for TPM and Social Security staff to review. We will either respond to the question via text, and post an answer, or we will verbally address the question on the call if a longer, detailed explanation is required.

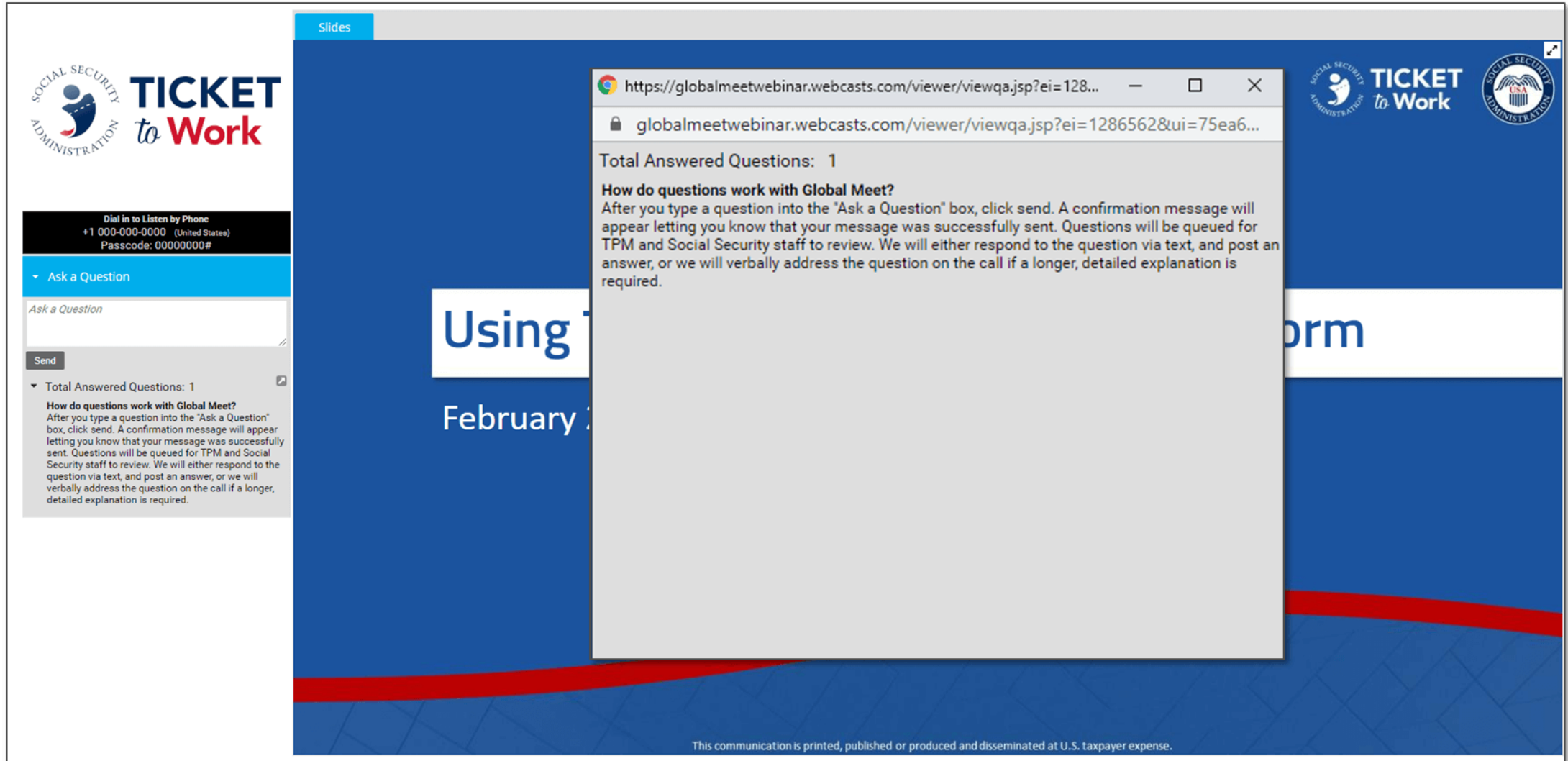
Using The Global Meet Webinar Platform

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GlobalMeet Webinar Platform

Viewing Answers to Questions (4 of 4)



The screenshot displays the GlobalMeet Webinar Platform interface. On the left, there is a sidebar with the Social Security Administration logo and the "TICKET to Work" branding. Below the logo, there is a "Dial in to Listen by Phone" section with the number +1 000-000-0000 (United States) and Passcode: 00000000#. Below that is an "Ask a Question" section with a text input field labeled "Ask a Question" and a "Send" button. Underneath, there is a section titled "Total Answered Questions: 1" which contains the following text:

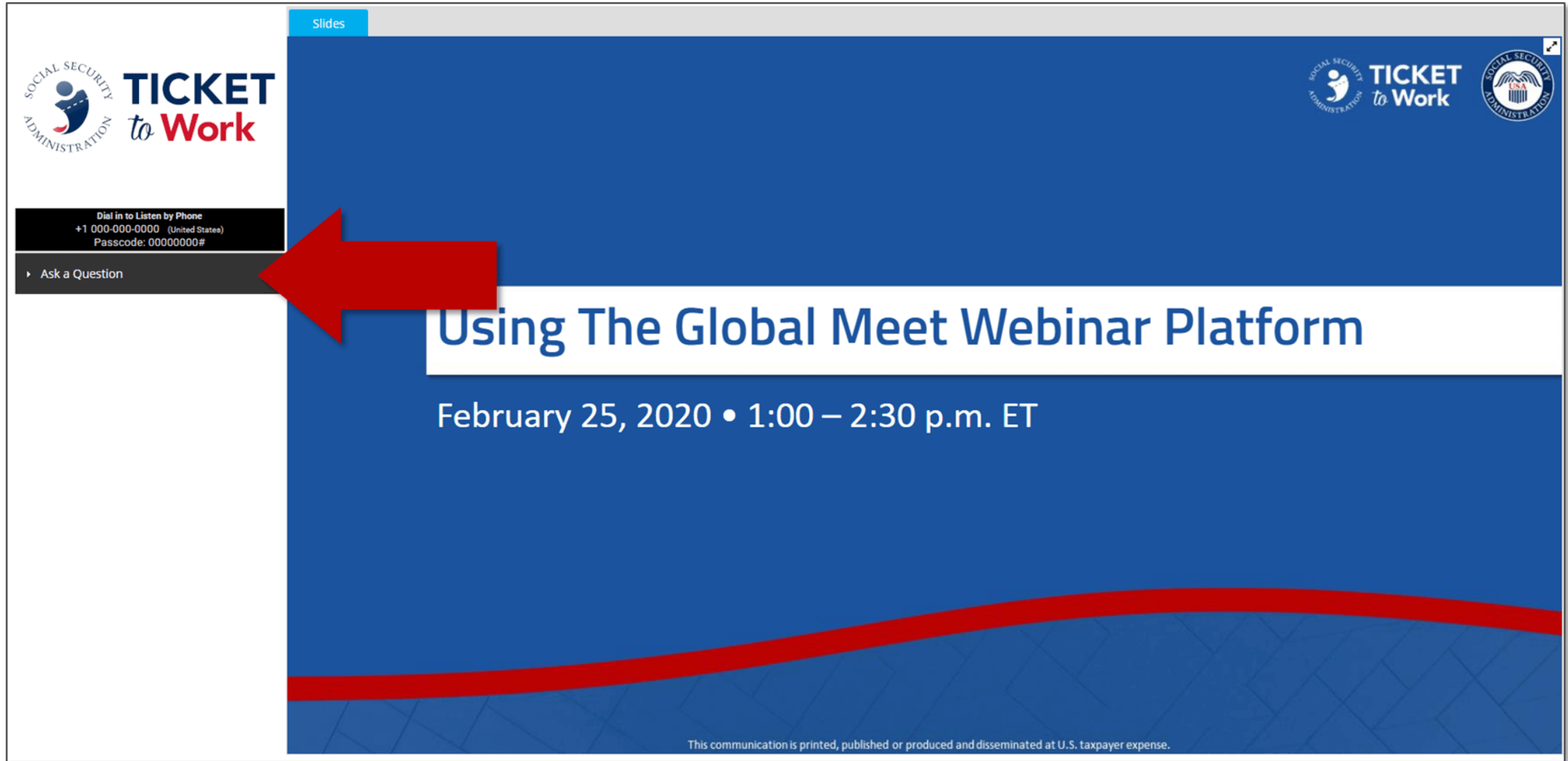
How do questions work with Global Meet?
After you type a question into the "Ask a Question" box, click send. A confirmation message will appear letting you know that your message was successfully sent. Questions will be queued for TPM and Social Security staff to review. We will either respond to the question via text, and post an answer, or we will verbally address the question on the call if a longer, detailed explanation is required.

In the center, a browser window is open showing the URL <https://globalmeetwebinar.webcasts.com/viewer/viewqa.jsp?ei=1286562&ui=75ea6...>. The browser content displays the same "Total Answered Questions: 1" and the question/answer text as seen in the sidebar.


At the bottom of the page, there is a red banner with the text: "This communication is printed, published or produced and disseminated at U.S. taxpayer expense."

GlobalMeet Webinar Platform

Collapsing the Ask a Question Section (1 of 2)



A screenshot of a webinar slide. The slide has a blue background with a white title bar. The title bar contains the text "Using The Global Meet Webinar Platform" and "February 25, 2020 • 1:00 – 2:30 p.m. ET". On the left side of the slide, there is a sidebar with a white background. The sidebar contains the Social Security Administration Ticket to Work logo, a phone dial-in number (+1 000-000-0000), and a button labeled "Ask a Question". A large red arrow points from the "Ask a Question" button towards the main content area of the slide. The slide also features a red wavy line at the bottom and a small disclaimer at the very bottom: "This communication is printed, published or produced and disseminated at U.S. taxpayer expense."/>

Slides

 SOCIAL SECURITY ADMINISTRATION **TICKET to Work**

Dial in to Listen by Phone
+1 000-000-0000 (United States)
Passcode: 00000000#

▶ Ask a Question

 SOCIAL SECURITY ADMINISTRATION **TICKET to Work** 

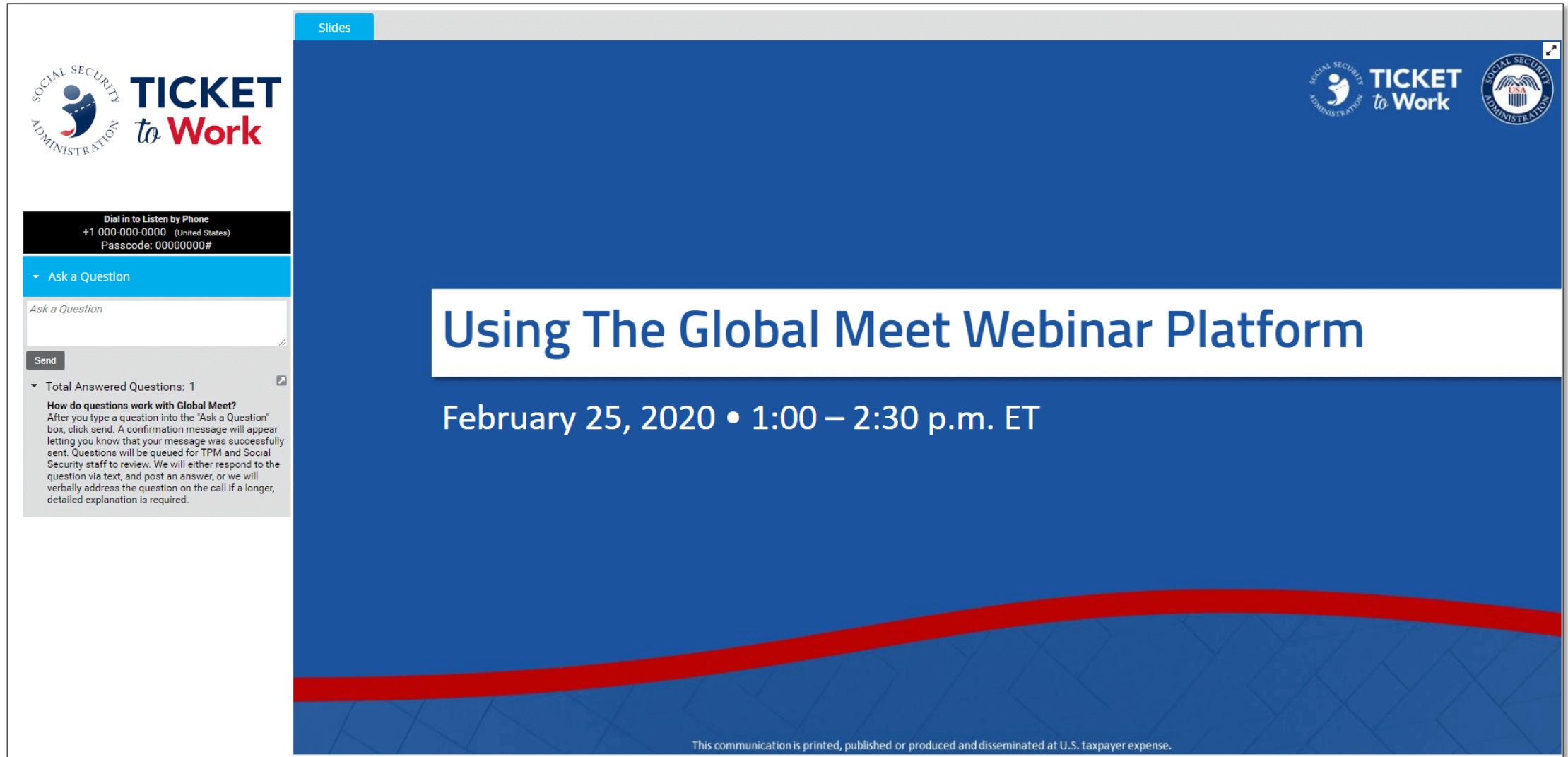
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GlobalMeet Webinar Platform

Collapsing the Ask a Question Section (2 of 2)

The screenshot shows a webinar interface with a left sidebar and a main content area. The sidebar contains the SSA logo, dial-in information, an "Ask a Question" button, a text input field, a "Send" button, and a section titled "Total Answered Questions: 1" with a sub-heading "How do questions work with Global Meet?". The main content area has a blue background with a white title bar and a red wavy graphic at the bottom. The title bar contains the SSA logo and "TICKET to Work" text. The main content area features the title "Using The Global Meet Webinar Platform" and the date/time "February 25, 2020 • 1:00 – 2:30 p.m. ET". A footer at the bottom states: "This communication is printed, published or produced and disseminated at U.S. taxpayer expense."/>

Social Security Administration **TICKET to Work**

Dial in to Listen by Phone
+1 000-000-0000 (United States)
Passcode: 00000000#

Ask a Question

Ask a Question

Send

Total Answered Questions: 1

How do questions work with Global Meet?
After you type a question into the "Ask a Question" box, click send. A confirmation message will appear letting you know that your message was successfully sent. Questions will be queued for TPM and Social Security staff to review. We will either respond to the question via text, and post an answer, or we will verbally address the question on the call if a longer, detailed explanation is required.

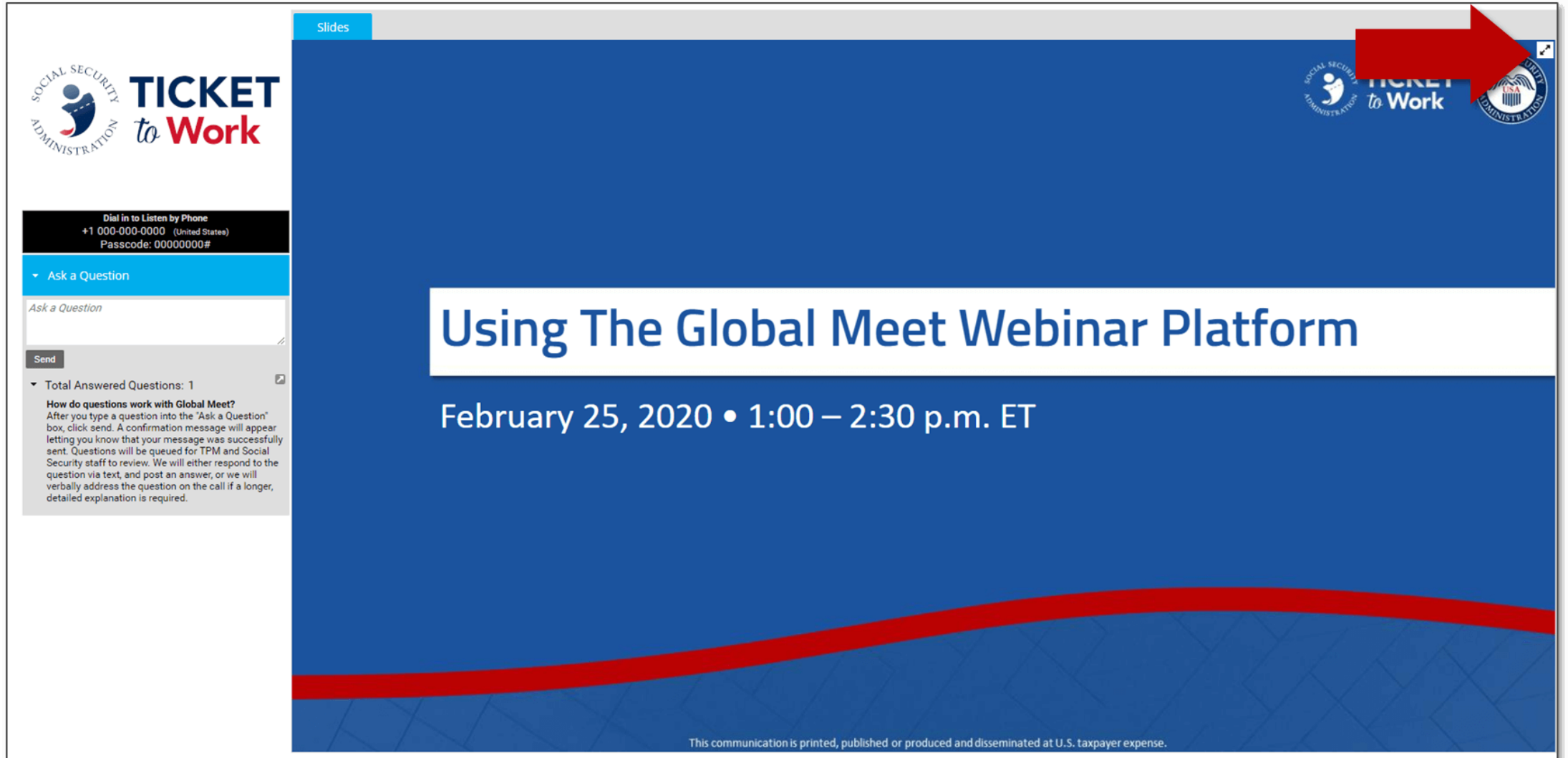
Using The Global Meet Webinar Platform

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GlobalMeet Webinar Platform

Full Screen Slides (1 of 2)

A screenshot of a webinar slide from the GlobalMeet platform. The slide has a blue background with a white title bar and a red wavy graphic at the bottom. On the left, there is a sidebar with a "Social Security Administration Ticket to Work" logo, a "Dial in to Listen by Phone" section with the number +1 000-000-0000 and passcode 0000000#, an "Ask a Question" form, and a "Total Answered Questions: 1" section with a detailed explanation of how questions work. The main content area features the title "Using The Global Meet Webinar Platform" and the date/time "February 25, 2020 • 1:00 – 2:30 p.m. ET". A red arrow points to the top right corner of the slide, where a smaller version of the "Social Security Administration Ticket to Work" logo is visible. At the bottom of the slide, there is a small disclaimer: "This communication is printed, published or produced and disseminated at U.S. taxpayer expense."/>

Using The Global Meet Webinar Platform

February 25, 2020 • 1:00 – 2:30 p.m. ET

SOCIAL SECURITY ADMINISTRATION **TICKET to Work**

SOCIAL SECURITY ADMINISTRATION **TICKET to Work**

SOCIAL SECURITY ADMINISTRATION **TICKET to Work**

Dial in to Listen by Phone
+1 000-000-0000 (United States)
Passcode: 00000000#

Ask a Question

Send

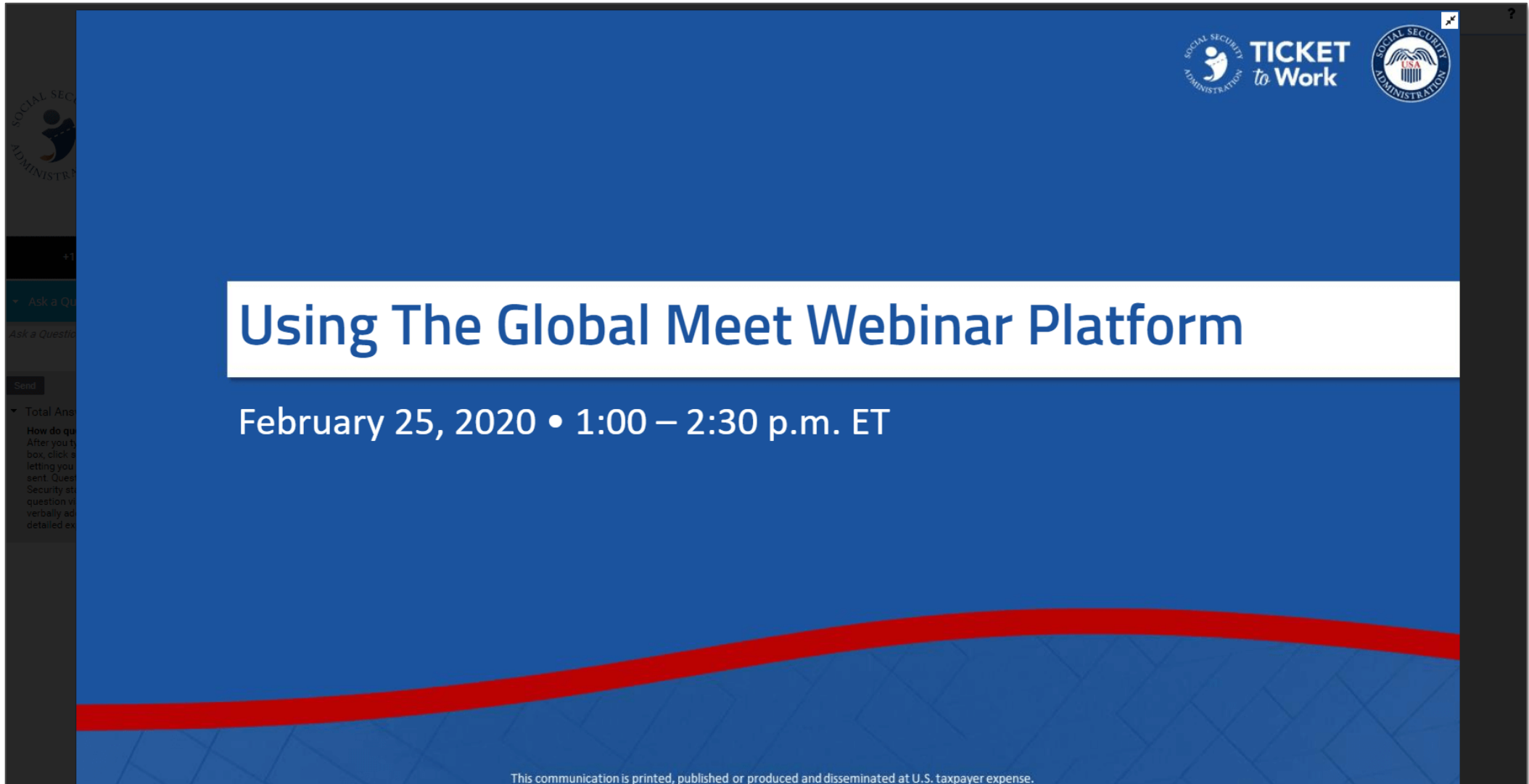
Total Answered Questions: 1

How do questions work with Global Meet?
After you type a question into the "Ask a Question" box, click send. A confirmation message will appear letting you know that your message was successfully sent. Questions will be queued for TPM and Social Security staff to review. We will either respond to the question via text, and post an answer, or we will verbally address the question on the call if a longer, detailed explanation is required.

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GlobalMeet Webinar Platform

Full Screen Slides (2 of 2)



The slide features a blue background with a white horizontal bar in the center containing the title. In the top right corner, there are three logos: the Social Security Administration logo, the 'TICKET to Work' logo, and the official U.S. Social Security Administration seal. A red wavy line is positioned at the bottom of the slide. A dark sidebar on the left contains a question and answer interface with a 'Send' button and a 'Total Ans' section.

Using The Global Meet Webinar Platform

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ENs Operating Multiple Business Models

ENs Operating Multiple Business Models

Multiple Business Models Overview

- For each business model, an EN must have a separate:
 - EN name
 - Data Universal Numbering System (DUNS) number
 - System for Award Management (SAM) registration
 - Physical location or bank account
- ENs must also complete Part V of the Request for Application (RFA) for each business model
- Resources can be found at:
yourtickettowork.ssa.gov/resources/resource-documents.html
 - EN RFA – Request to add a Business Model
 - EN Business Model Instructions

ENs Operating Multiple Business Models

Process for Multiple Business Models

- Social Security sent guidance on February 13 to assist ENs who have added a second or third DUNS number in order to operate more than one business model
- The process outlines steps for transferring Tickets, Individual Work Plans (IWPs) and EN payments
 - Provides template for sending lists of Ticketholders to be transferred to a new DUNS number
- For current Tickets assigned to the EN, the new agreement award date will be the Ticket assignment date
- Tickets assigned after the new agreement date will take effect with the date of Ticket assignment
- The date of the new DUNS number will not affect payments
 - Social Security will take internal actions to address each Ticket/payment
- For assistance, contact ENService@ssa.gov

UPDATE

EN Updates and Reminders

EN Updates and Reminders

2020 Payment Amounts

EN payment rates have been adjusted for 2020.

- The 2020 “Payments at a Glance” can be found at:

yourtickettowork.ssa.gov/resources/resource-documents.html

EN Updates and Reminders

Security Awareness

- All ENs must submit the Security Awareness Training (SSA-222) form or Addendum by **Friday, February 28**, to SecurityAwarenessTraining222@yourtickettowork.ssa.gov
- For ENs with multiple staff:
 - All EN staff must sign and keep a copy of the SSA-222 form on file at the EN location
 - The Signatory Authority or Suitability Contact must submit the Addendum form that lists all staff who have completed the form
- For ENs run by a single person:
 - Submit Security Awareness Training form SSA-222
 - The Addendum is not required

Annual Performance Outcome Report (APOR)

- The APOR is due **Friday, February 28**
 - Excluded: State Vocational Rehabilitation (VR) agencies, American Job Centers (AJCs) and ENs with 2019 or 2020 agreement award dates
 - EN Program Contact received an email with a unique link to the APOR on Friday, January 31
- APOR questions and FAQs can be found at <https://yourtickettowork.ssa.gov/resources/resource-documents.html>
- For help, contact:
 - SSAENAPOR@yourtickettowork.ssa.gov
 - Use subject line “APOR Assistance – Your DUNS Number.”

Choose Work Find Help Directory

- Directory is updated from the EN record and APOR
- The following is updated annually based on APOR responses:
 - Services Provided – resume writing, transportation assistance, wage reporting assistance
 - Specializations:
 - Certified Benefits Counselors on staff
 - Self-employment
 - Young adults
 - Veterans
- Review your EN marketing statement on Find Help!
 - For changes use TPA Change Form - Section Five yourtickettowork.ssa.gov/resources/forms.html
 - Email ENService@SSA.gov

Reporting New EN Contacts

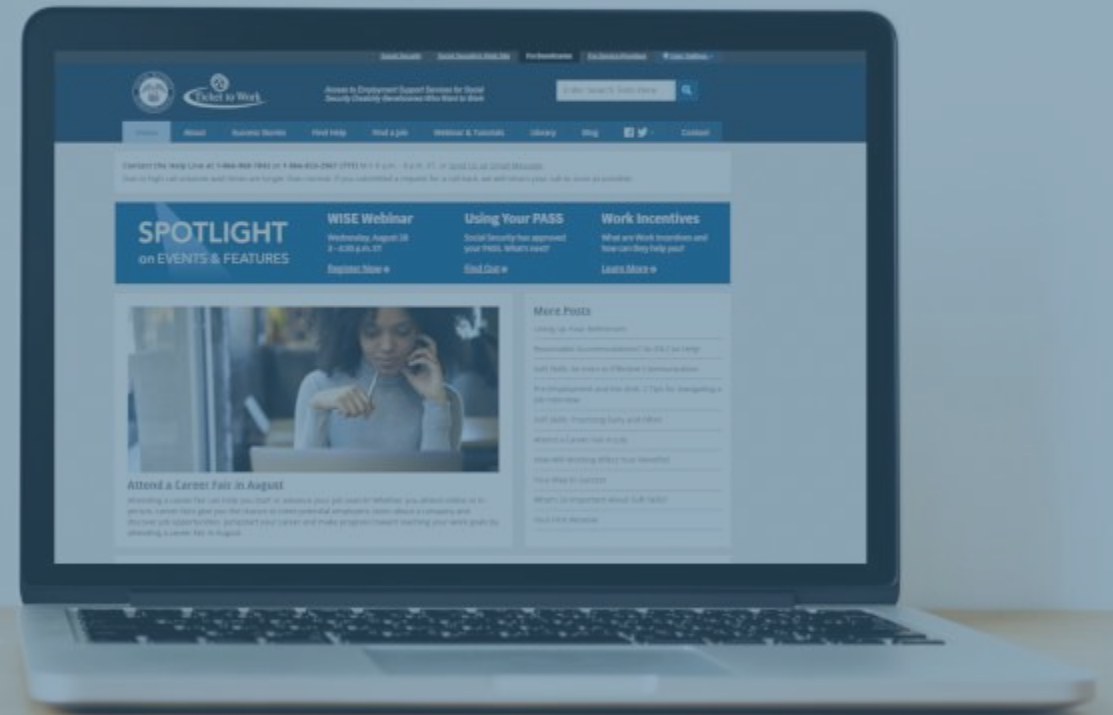
- Report changes (i.e., new or former employee) key points of contact (Signatory Authority, Program Contact, Ticketholder Contact, Payments Contact, Suitability Contact, Service Site Contacts and Portal Users) within 24 hours
 - Ensures EN communications go to the correct person
 - Initiates Service Provider Foundations training
 - Updates the EN Directory listing
 - Suitability of the Ticketholder POC will impact status of EN Directory listing
- To report a change in new or past key points of contact:
 - Use Form 1374: TPA Change Form
yourtickettowork.ssa.gov/resources/forms.html
 - Email ENService@SSA.gov

System for Award Management (SAM)

- The Ticket Program Agreement (TPA) requires that the EN SAM registration be 'Active' during the term of the TPA
- ENs are responsible for the yearly update of their SAM registration
- SAM registration updates must be completed online at <http://www.sam.gov>
- Disruption will impact the ability to receive EN payments and changes
- Changes to physical address must be changed in SAM prior to requesting a change to your EN Profile

EN Performance Enhancement

- Social Security is reviewing current EN performance related to Ticket assignment and payment activity
- The Ticket Program Agreement (TPA) requires ENs to:
 - Take at least 1 Ticket assignment within the first calendar year of TPA award and maintain at least 3 **active** Ticket assignments during each calendar year thereafter
 - Receive at least 1 Ticket payment during the second calendar year following TPA award and 3 payments during each calendar year thereafter
- Social Security is providing technical assistance to applicable ENs to help them meet minimum requirements



Outreach Updates

Outreach Updates

New Logo!

- We launched a new Ticket program logo in December
- Brand guidelines are available here:
<https://yourtickettowork.ssa.gov/resources/brand-guidelines.html>
- New logo files are available in the Service Provider Outreach Toolkit:
<https://yourtickettowork.ssa.gov/resources/marketing-materials.html>
- We encourage you to update your websites and materials with the new logo

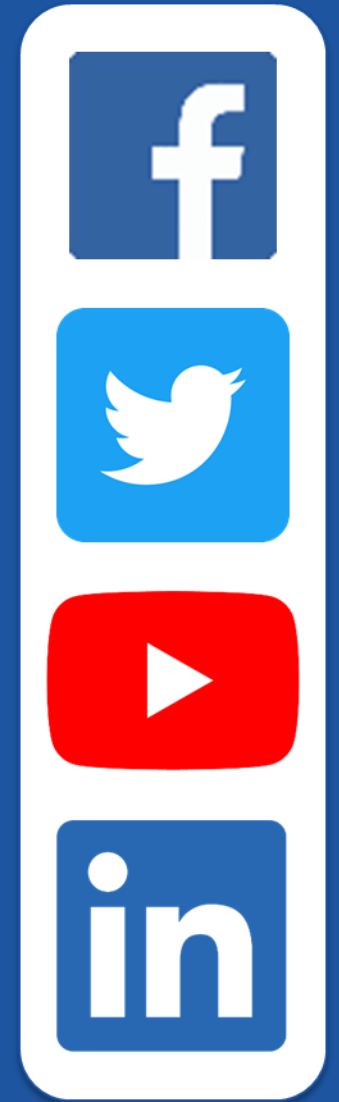


TICKET
to **Work**

Outreach Updates

Social Media

- **58,000 Facebook** followers
 - Successful ad campaign has added nearly 26,000 likes since August
- **5,000 Twitter** followers
- **2,600 YouTube** followers
- **475 LinkedIn** followers



Outreach Updates

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 58,000 Choose Work followers
- Send social media handles and sharing requests to socialmedia@choosework.ssa.gov
- Need 1-2 weeks advance notice to promote events



Outreach Updates

New Articles and Radio Spots Published

- Published 11 news articles and broadcast 7 radio spots in 2019
- As of December 31, radio spots were broadcast a total of 2,095 times with an audience of 196,269,598. The print articles generated 36,736 articles with a potential readership of 43,928,560. The sites nationwide that posted the articles received a combined total of 581,490,753 unique views per month.
- Available at www.napsnet.com
 - Select **Government News** under article categories



Outreach Updates

New Resources

- Trial Work Period fact sheet
 - Share our newest fact sheet:
<https://choosework.ssa.gov/library/fact-sheet-trial-work-period-twp>
- Find a Job webpage
 - Includes a list of organizations that offer job search resources and encourages Ticketholders to contact a service provider for help
 - Share with your clients as they start looking for jobs
 - <https://choosework.ssa.gov/find-a-job/>



Social Security Scam Calls

- Social Security phone scams are the #1 type of fraud reported to the Federal Trade Commission and Social Security.
- Ticketholders may be at risk.
- Share our blog and social media content with your clients:
 - <https://choosework.ssa.gov/blog/2020-02-06-be-on-the-lookout-for-fake-social-security-calls>



Outreach Updates

Next WISE Webinar Scheduled

- The February webinar “Choosing a Service Provider That’s Right for You” will be on Wednesday, February 26, 3-4:30 p.m. ET.
- It will feature information about the different types of Ticket program service providers and the types of questions to ask when choosing one.
- Ray Cebula, Cornell University, will present.
- 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>)



Outreach Updates

Success Stories

- **Success Stories** candidates always welcome.
- **Stepping Stone** stories demonstrate progress on the path to financial independence
- Send candidates for Stepping Stone stories and Success Stories to Stories@choosework.ssa.gov



Outreach Updates

Stay in Touch



Like us on Facebook: www.facebook.com/choosework



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

TICKET
to **Work**

WISE
Work Incentive Seminar Event

Register for the next WISE webinar!

Wednesday, February 26, 2020 3-4:30 pm ET

choosework.ssa.gov/wise