

## Review Global Meet webinar platform

Adelle Barr (TPM) guided participants through the features of Global Meet, the new webinar platform for national calls.

## Welcome and SSA updates

### Rob Pfaff (SSA)

Robert Pfaff (SSA) welcomed everyone to the call and shared the following updates:

- **Staffing**  
Katie Striebinger is the new Branch Chief of the VR Payments Team. She will also continue in her lead role with EN payments.
- **FY 2021 budget proposal**  
The President's budget contains a legislative proposal to transfer the Ticket to Work (Ticket) program from the Social Security Administration (SSA) to the Department of Labor (DOL), Office of Disability Employment Policy. Discussions between SSA and DOL are in process. Meanwhile, SSA will continue Ticket program administration and the Office of Employment Support (OES) will provide updates as the proposal moves through the Congressional budget process. There is no timeline yet for activities that will affect ENs, should this proposal be adopted. The FY2021 proposed budget language (October 1, 2020 - September 30, 2021) can be found at [ssa.gov/budget/FY21Files/FY21-JEAC.pdf](https://ssa.gov/budget/FY21Files/FY21-JEAC.pdf). Page 61 includes the language related to the Ticket to Work Program.
- **Summit**  
After several reviews, SSA has finalized and will soon share the summary report for last summer's Employment Support Summit.
- **Field Operations Communications**  
OES is working with the regional Social Security Field Operations team to complete a plan to align communications strategies. Additionally, SSA will post links to contact information for regional staff, including Area Work Incentives Coordinators (AWIC), on the service provider website.
- **Marketing**  
The EN marketing pilot period has ended and the marketing effort will now be expanded. SSA will host a call on March 18 from 2:30 – 3:30 p.m. ET to discuss

updates to outreach methods such as the addition of text messaging. ENs interested in attending the call and receiving marketing data should send a request to [Data.Marketing.POC@ssa.gov](mailto:Data.Marketing.POC@ssa.gov).

- **EN Service**

Due to staffing shortages, EN Service responsibilities will soon transition from SSA to TPM. The transition will occur over the next few weeks and be seamless for ENs.

- **Cloud Storage**

After a review of information submitted by ENs and guidance received from SSA systems security staff, OES plans to update EN guidance regarding use of the cloud for storing beneficiary data. SSA will revise the Ticket Program Agreement (TPA) with the requirements and then communicate them to ENs.

## ENs with multiple business models

### Cara Caplan (SSA)

For each business model, an EN must have a separate EN name, Data Universal Numbering System (DUNS) number, System for Award Management (SAM) registration, and physical location or bank account. ENs must also complete Part V of the Request for Application (RFA) for each business model. See associated resource documents at [yourtickettowork.ssa.gov/resources/resource-documents.html](http://yourtickettowork.ssa.gov/resources/resource-documents.html).

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 guidance outlines steps for transferring Tickets, Individual Work Plans (IWPs) and EN payments, along with a template for sending lists of selected Ticketholders who are moving to a new DUNS number.

For current Tickets assigned to a new EN DUNS number, 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 agreement award date for the new DUNS number will not affect payments.

If services are changing under the new business model, a suitable EN representative must create a new Individual Work Plan (IWP) that reflects the updated services that the

EN will provide to the Ticketholder. The new DUNS number and business model must be included in the new IWP. The new IWP must include signatures from the Ticketholder and a suitable EN representative.

If Ticketholder services are not changing under the new business model, ENs may amend an existing IWP with the new business model and DUNS number. A suitable EN representative must initial and date all changes to the IWP. The Ticketholder is not required to initial or date the IWP amendments if the changes are limited to the business model and DUNS number. A suitable EN representative must make a case note annotating the IWP changes to include the date of change, reference the change from the old DUNS number to new DUNS number, and reference the change from the old business model to new business model.

For assistance, contact [ENService@ssa.gov](mailto:ENService@ssa.gov).

## EN updates and reminders

### Cara Caplan (SSA)

#### EN payments

SSA has adjusted the EN payment amounts for 2020. Find the 2020 “Payments at a Glance” at [yourtickettoWork.ssa.gov/resources/resource-documents.html](https://yourtickettoWork.ssa.gov/resources/resource-documents.html).

#### Security awareness

All ENs must submit the Security Awareness Training (SSA-222) form or Addendum by Friday, February 28, to [SecurityAwarenessTraining222@yourtickettoWork.ssa.gov](mailto:SecurityAwarenessTraining222@yourtickettoWork.ssa.gov). For ENs with multiple staff, 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. ENs run by a single person must submit the Security Awareness Training form SSA-222; the Addendum is not required.

#### Annual Performance Outcomes Report (APOR)

ENs must submit the APOR by Friday, February 28. Excluded are State Vocational Rehabilitation (VR) agencies, American Job Centers (AJCs) and ENs with 2019 or 2020 agreement award dates. Failure to complete the APOR on time will constitute a violation of the EN TPA and could affect an EN’s ability to assign Tickets, receive payments, or result in contract termination. Find APOR related resources at: [yourtickettoWork.ssa.gov/resources/resource-documents.html](https://yourtickettoWork.ssa.gov/resources/resource-documents.html).

For help, contact [SSAENAPOR@yourtickettowork.ssa.gov](mailto:SSAENAPOR@yourtickettowork.ssa.gov) and use subject line “APOR Assistance and Your DUNS Number.”

### **Find Help Directory**

The Find Help Tool is updated using the EN record and annual APOR responses. ENs should review their Find Help listing to ensure services provided and other information is up to date, including their EN marketing statement. Make changes using the TPA Change Form at [yourtickettowork.ssa.gov/resources/forms.html](http://yourtickettowork.ssa.gov/resources/forms.html). Use Section 5 to revise the marketing statement. Contact [ENService@SSA.gov](mailto:ENService@SSA.gov) for assistance.

### **New EN contacts**

ENs must report key staff changes to Social Security within 24 hours. This includes the Signatory Authority, Program Contact, Ticketholder Contact, Payments Contact, Suitability Contact, Service Site Contacts and Portal Users. This ensures that EN communications go to the correct person. This also initiates EN staff enrollment into the Service Provider Foundations training course and updates the EN Directory/Find Help listing. The suitability status of the Ticketholder POC will affect the status of the Find Help listing. To report a key staff change, use the TPA Change Form located at: [yourtickettowork.ssa.gov/resources/forms.html](http://yourtickettowork.ssa.gov/resources/forms.html). Contact [ENService@SSA.gov](mailto:ENService@SSA.gov) for assistance.

### **System for Award Management (SAM)**

ENs are responsible for the yearly update to their SAM registration. The registration must be ‘Active’ during the term of the TPA and any disruption will affect an EN’s ability to receive payments. ENs are required to change a physical address in SAM before requesting an EN profile change. Complete SAM registration updates online at [www.sam.gov/SAM/](http://www.sam.gov/SAM/).

### **EN performance**

Social Security is working to ensure that ENs are compliant with the TPA and is reviewing current EN performance related to Ticket assignment and payment activity. The TPA requires ENs to assign at least one Ticket within the first calendar year of TPA award and maintain at least three active Ticket assignments during each calendar year thereafter. ENs are also required to receive at least one payment during the second calendar year following TPA award and three payments during each calendar year thereafter. Social Security is providing technical assistance to help ENs meet minimum requirements.

### **Site visits**

EN site visits will start the week of March 31. The purpose of the visits is to learn about individual EN operations and offer assistance. Due to budget constraints, visits will be limited to about 40 ENs. ENs will receive an e-mail notification from SSA in advance of a visit. ENs should respond with a confirmation and ask any related questions.

## Outreach update

### Jayne Pendergraft (TPM)

#### New Ticket program logo

SSA launched a new TTW logo in December and it is now available in the Service Provider Outreach Toolkit at [yourtickettowork.ssa.gov/resources/marketing-materials.html](http://yourtickettowork.ssa.gov/resources/marketing-materials.html). ENs using the old logo should update websites and materials with the new logo. Branding guidelines are available at [yourtickettowork.ssa.gov/resources/marketing-materials.html](http://yourtickettowork.ssa.gov/resources/marketing-materials.html).

#### Social media campaign

The Ticket program has had a successful social media ad campaign as evidenced by a doubling of Facebook followers to 58,000 and nearly 26,000 likes on Facebook since August. Currently, there are 5,000 Twitter, 2,600 YouTube, and 475 LinkedIn followers.

#### Share social media content

ENs may share social media and website content on the Choose Work, Facebook and Twitter channels for greater exposure. Interested ENs should send their social media handles and share requests to [socialmedia@choosework.ssa.gov](mailto:socialmedia@choosework.ssa.gov). To share specific content or event information, please provide content 2 weeks in advance to allow for a required review process. Please be aware that the Ticket program cannot share or publish social media content that contains Personally Identifiable Information, especially content that contains both first and last names of beneficiaries. .

#### News articles and radio

The Ticket program published 11 news articles and broadcast 7 radio spots in 2019. As of December 3, radio spots were broadcast 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. The publications are available at [www.napsnet.com](http://www.napsnet.com). Select Government News under article categories.

#### New resources

- A new “Trial Work Period” fact sheet is available for ENs to share with Ticketholders: [choosework.ssa.gov/library/fact-sheet-trial-work-period-twp](http://choosework.ssa.gov/library/fact-sheet-trial-work-period-twp).

- The “Find a Job” webpage at <https://choosework.ssa.gov/find-a-job/> now includes a list of organizations that offer job search resources. It also encourages Ticketholders to contact a service provider for help.

### Phone scams

Phone scams are the #1 type of fraud reported to the Federal Trade Commission and Social Security. Ticketholders may be at risk from callers who claim they are from Social Security and demand information or money. To spread awareness, please share this blog and social media content: [choosework.ssa.gov/blog/2020-02-06-be-on-the-lookout-for-fake-social-security-calls](https://choosework.ssa.gov/blog/2020-02-06-be-on-the-lookout-for-fake-social-security-calls).

### WISE webinars

The next WISE Webinar “Choosing a Service Provider That’s Right for You”, is 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. Register for the webinar at [choosework.ssa.gov/wise](https://choosework.ssa.gov/wise). View previous webinars at [choosework.ssa.gov/webinars-tutorials/webinar-archives/index.html](https://choosework.ssa.gov/webinars-tutorials/webinar-archives/index.html).

### Success stories

Service Providers are encouraged to submit candidate success stories. The “Stepping Stone” series highlights stories that demonstrate progress on the path to financial independence. These stories do not require an individual to be in a \$0 benefit status, just that they have reached a milestone in their progress. Send names of candidates for Stepping Stone stories and Success Stories to [Stories@choosework.ssa.gov](mailto:Stories@choosework.ssa.gov).

### Questions/answers

A question and answer period followed, which is part of the call recording and transcript.

### Next call

The next Quarterly All EN Call will take place on Tuesday, May 19, 2020, at 1 p.m. ET.

### Transcript

The full transcript and audio from the Quarterly ALL EN Call are available at [yourtickettowork.ssa.gov/web/ttw/events-archive](https://yourtickettowork.ssa.gov/web/ttw/events-archive).