Thank you. Stand by. Good day. Welcome to the quarterly All EN call. Today's conference is being recorded. At this time, I like to turn the comments over to Mr. Rob Pfaff. Please go ahead and start.

All right. Welcome, everybody. Thank you for joining us for our Quarterly All EN Call. We are thankful for your participation and taking the time out of your day to join us. Bear with u s— we had a minor technology snafu as we opened the call. I will go ahead and reiterate some of the points that I covered previously. If you happened to already heard these, pretend that I'm telling you them again for the first time. So without further ado, I just wanted to give some updates on our marketing business process.

We have about 45 Employment Networks currently participating in the Marketing Business Process. Just to get folks up to speed in terms of what that is, if you are unfamiliar — what SSA does for all qualified organizations is to transfer limited beneficiary contact information such as a name and telephone number and name and address to participating Employment Networks for the purpose of them conducting outreach to marker their services to beneficiaries. The goal of this effort, most importantly, is to expand program participation by making more and more beneficiaries aware of the Ticket to Work Program. We have been bringing more Employment Networks into this business process this year. We expect to have all the ENs who have expressed interest in participating wanting to onboard into this process by the end of the fall or start of the winter. Definitely by the end of the calendar year.

This effort is led largely by the Ticket Program Manager and folks such as Rose and James, who helped pull the data and work with the Employment Networks with implementing the process. It is very resource intensive. We ask that participating organizations that have the capacity to conduct marketing to at least 5,000 beneficiaries; but at a starting point, 5000. And have the structure and capacity to provide services to more beneficiaries who would assign Tickets to their organizations through the process if you have to have the capacity to do the outreach and also provide the quality enrollment support services to the beneficiaries who are responding to the outreach.

With that said, I will transition over to another update of interest, which is our regional calls that were conducted in July. We had calls with the Boston-Philadelphia region. These efforts were led largely through our lead SSA executives for Employment Support — Anne Roberts. She is the SSA Regional Commissioner in Chicago in the Chicago region. She worked with a call that was set up also in regions and will cover a variety of issues and activities under way. We had updates from the Research and Demonstration projects that we've been conducting. Some of these projects in states where the regions have coverage, so it is helpful to give them updates. These are things such as our Bond Demonstration Project and our POD demonstration project. We also discussed some additional updates from employment policies such as the 2020 Red Book availability. We can share that with you. We did send out an email notification regarding the new Red Book. It is out and it is available online if you're interested in obtaining that.

And then finally, the most notably during this call, we made the Field, the regional participants aware our marketing efforts and there have been concerns raised to us from Employment Networks that their experience to some extent has been in the past where they have conducted outreach calls to beneficiaries. Beneficiaries were uncertain where the messaging was coming from and we all know there's a lot of fraud being conducted from scammers who claim to be Social Security. The Employment Networks were reporting that beneficiaries were contacting the field offices and representatives and being told don't respond. This is fraud. In some instances, the field representatives weren't even aware of the Ticket Program or that the Ticket Program existed.

So the goal of this was to let them know that we are doing this. We are sharing more contact information with Employment Networks and we need Employment Networks that are conducting outreach for beneficiaries over larger scales. If they do happen to receive inquiries, these outreach methods are legitimate outreach methods to get the person engaged in the Tickets Program. We are doing everything we can on our end to communicate to the Field components that any outreach conducted by Employment Networks are legitimate efforts to engage the individual to participate in the program. Also, they will see more of this.

One additional thing of note is that we started an opt-in campaign throughout the Ticket Program Manager and through our social media and we have Facebook and Twitter and so forth to ask any interested individuals who see our social media if they would like to opt in for more messaging. If they do so, then they receive text notifications about the program. We started that within the last 3 months or so. We are collecting data on that right now. We are consistently looking to show the message about the program and get beneficiary engagement in the Ticket to Work Program.

So that is all the update I have it this point. I'm going to turn it back to Adelle to help us take it to the next topic. Adelle?

Okay, thank you very much, Rob. Thanks to all the folks who are working with us in getting us back on track. I will hand this over to Patrice McLean for some EN updates and reminders.

Good afternoon, everyone. Again, my name is Patrice McLean and I will be presenting some EN updates and reminders. The first one is specifics for submitting personally identifiable information or PII for payments questions. We mentioned via GovDelivery message in June that due to multiple email PII breaches, and stricter policies regarding the protection of PII. Effective July 1, Social Security and Ticket Program Manager will no longer accept PII via email, even if it is password protected. Submitting, PII to Social Security or TPM, via email, and — is now considered a PII violation. It is very important that all ENs understand this and based on this, we are reminding everyone today of the approved methods for communicating with our office.

When it comes to submitting PII for payments related questions, we strongly encourage you to use the Work Case Number to send inquiries via email to the Payments Help Desk at enpaymentshelp@yourtickettowork.ssa.gov. Again, Please use the Work case Number to send inquiries via email to the and the Payment Help Desk at enpaymentshelp@yourtickettowork@ssa.gov. Please click on the *Pending Payments for Me* link or the *Payments Already Made to Me* link on the main menu of the Ticket Portal to locate the appropriate Work Case Number.

In the event that you are unable to use a Work Case Number, you can use any of the additional options to send PII to people. You can send PII by fax. you can send that to 703-893-4020. Again, that is 703-893-4020. Or you can submit the information via mail to P.O. Box 1433 Alexandria, Virginia, 22313. You can also call the payments Help Desk at 1-866-949-9687. Remember that the Payments Help Desk is in operation Monday through Friday, from 9:00 a.m. to 5:00 p.m., Eastern Standard Time. Once TPM receives this information, they will route all mail to the appropriate department addressed. Be sure to allow after time for processing. Remember, you cannot submit PII via email with no beneficiary names and Social Security numbers, even if they are encrypted or password protected. You can no longer send those via email to SSA or to TPM.

In order to streamline our processes, we are implementing a new platform, new to some and existing to others called Government to Government Services Online, which is short for GSO. And we'll use that platform to conduct your EN annual Services and Support Reviews. And we'll use that platform to send and receive all documentation related to the Services and Supports Review. Your EN may submit PII electronically by creating GSO accounts in preparation for the next review. The Program Integrity team will contact your

EN prior to your review to collect information required to create your GSO account. The Program Integrity team will guide your EN through the process and in preparation for your review. It should be noted that GSO is committed for Services Supports Reviews and program integrity purposes only. If your EN moves to submit PII to Social Security or TPM, remember the methods that we mentioned on the previous slide. Send in your the Work Case Number through the Payment Help Desk or via fax or via mail or by calling the Payment Help Desk, Monday through Friday, 9-5 Eastern Standard Time.

We have a couple of reminders on EN compliance. We wrapped up the Annual Performance Outcome process, the APOR and in doing so, we identified various EN compliance issues. We noticed that some ENs identified they were working from a home office and did not submit home-office requests, which is required by the TPA. We also noticed that the several ENs said they had individuals working at the EN but we did not have those individuals listed as suitable individuals in our records. We also noted that there were several staffing changes at a number of ENs, and those staffing changes were not reported to SSA. We are taking all those items that have not been reported to us or the need to be brought into compliance and we are reaching out to those specific ENs to resolve those issues. If you have any questions based on what you just heard, you want to submit a home office request or you realize that someone is working in your office without suitability or you need to report a staffing change, you can submit an email to enservice@ssa.gov and we can walk you through the compliance process.

If you need to report a new EN contact and this includes new or former employees, like someone who just begins working on your EN or someone leaves your EN, or if your key point of contact, such as EN signature authority, program contact or your Ticketholder contact, if any of those items change, you are required to report those changes to our office within 24 hours of the change. It is not the proper practice to report that annually on the APOR. We should know about it as soon as it happens or within 24 hours. If you bring on new staff or if staff leave your office or if there's a change for these key points of contact, within 24 hours you have to report that to our Ticket Program manager.

Failure to report staff contact changes may result in ENs not having important notices regarding requiring immediate action, which can lead a cure notice or possible termination. It can also lead to the ENs being removed from the Find Help EN directory. In order to report changes within 24 hours issued to our key points of contact, remember, use the SSA change form 1374 located under Resources your Ticket to Work page. You can submit that form 1374 to for the EN service at enservice@ssa.gov mailbox.

Finally, reminders regarding suitability clearance. Suitability clearance is required for all EN staff handling or accessing Ticketholder PII. So individuals who are not directly meeting with Ticketholders or beneficiaries, if they have access to the system where those names and those Social Security numbers are held, those individuals that have access to Ticketholder PII, we will require that they obtain suitability. ENs with staff turnovers resulting in no suitable personnel will be placed on hold for Ticket assignment and payments. We highly recommend that you obtain suitability clearance for more than one staff person so that if that one suitable person leaves, we don't have to place you on hold because there was no one person suitable at your office to be in contact with the Ticketholders. At this time, I will turn over to Ana who will discuss training.

Thank you, Patrice. Good afternoon, everybody. My name is Ana Morales and I just want to remind everybody about the Service Provider Foundations training that we have available. This training is particularly important for all those new points of contact that you are adding to your organization. Patrice just covered contact changes that must be reported within 24 hours.

Well, we are here to assist those new individuals that are joining the organization. We have a whole curriculum targeted to each point of contact, depending on their role. And it includes up to 40 topics that are covered — from the basics of what is Ticket to obtaining suitability, My SSA Account, usage of the Portal, Ticket Assignment, payments and so forth. So as soon as you report that new point of contact, we are going to contact that individual and start the training immediately. One thing to highlight is that this training is mandatory per the TPA for all new points of contact and has to be completed within a 60-day o of that notification or change of the record with Social Security. This is also the timing that we provide for brand new ENs we bring on board and all the new staff at existing ENs when there are any EN changes.

For the users that have initiated this training, it is important to note that not moving within the training, for different reasons, of course, we are assisting you with suitability with My SSA account, but if you are not moving or progressing with the training, since it is mandatory for TPA — Your EN may be at risk of having some consequences, like putting on hold for example, or not being able to have it posted in the directory for Ticketholders to reach out to you. So it is important training that needs to be completed within 60 days and if for some reason you cannot complete it within that timeframe please let us know and we'll work with you and assist you to the best of our ability to get you to that completion.

These trainings are also posted in Your Ticket to Work website, mainly as help refresh. — for anyone at the agency that would like to have a refresher, it is available. It has critical information and we can always schedule a one-on-one session. if that is the case, email enoperations@yourtickettowork.ssa.gov. However, for new individuals and new ENs, they have to go through our Learning Management System because that is where we're tracking the 60 days and the different steps that are needed in order for your EN to be activated.

And with that, I'm going to move on and have Mario Loundermon on to talk about social media.

Thank you, Ana. Hello, everyone. My name is Mario, the program manager for the Outreach team. I will talk a little bit about some of the social media platforms we have put in place. It just want to give you kind of a feel of what we are doing in the event that everyone is familiar. First of all, we had a four-phased approach. Over time, we have gone through these phases of the process. To summarize the process, we are basically looking to pinpoint the target audience. We want to reach the individuals who have an interest in work and disability related content. We have done this by basically targeting certain demographics, defining keywords and then maybe looking at what time of day we have set them in, and we follow the trends, what works. We put more budget behind and take off from that. As we have been able to find more efficiency in our targeting, we have been able to whittle down what is getting engaged and our audience is getting engaged in this. We found a lot of things on target marketing, such as confusion or misunderstanding about how the program works. Also, features and expectations.

The way we find these are really based on several topics. The target audience has methods put out to find what works and we also work to garner a lot of commentary and sharing and we look to that towards what people are interested in, what they feel is good but as a good example, a year ago, someone mentioned that I guess there were some more blue-collar forms of help for getting work. A lot of our stuff is corporate. We started looking at more blue-collar subject matter for our content. Third, really trying to convert that onto the website and to help increase its page value. So the website is really kind of a place where we place our flag and show that we are true to the organization based on these accounts. We have been converting and reached the average and we see the increase in the same values as more people engage with the content and they go to our website.

Basically, when Facebook and Google applications like that, they are reaching an audience and they are engaging, they deem irrelevant and increase your value to seeing more stuff and more people getting fully engaged, which in turn increases the page value. In the process sometimes, it has been very successful with searches as well as the managing traffic through our system. And finally, we are looking to integrate all of the lessons that we see at times and really support the average. Things that this advertising has shown us, that possibly looking for more second-language spoken in plain English. Also, you'll be surprised at some of what works well with this. Our first presentation, there were 2 pictures and some of them worked better than any other.

One was a shot of a lady and another of a young man working in the field. So not only are we trying to match the demographic and the content but also, we test out the images that make up all the content. In the end, we come up with a combination of target marketing, the right content, the right image and that is very much the difference. That is how we have been going through the process the last couple of years. So looking back a little bit, October 2018, again, advertising — allowing us to make changes with the digital environment. What I mean by that is based on the changes for algorithms so that the primary hosts have it. Before that, they were somewhat related as far as who got to see what period but not on purpose. It really forced difficulties with what they wanted to see on Facebook change the content because the algorithms would push it down if they saw your ads.

We had advertisements and had great success working with a vendor. We increased our average by 7603%. We went from 7 likes to 550 likes on average. Our average number of people engaged increased by 2050%. The average of two people engage with him was 4,000 engaged. And in addition, our average Facebook reach increased by over 1,200%. We were reaching the 250 people have a 257 average and up to 500 people. Then also, our shares, more than 7,000 shares on our Facebook ads. I would say, we would get a share or two or get noticed before we really started signing up for our advertising voucher.

Moving on to the next slide. You know, some of the big stuff has really shown an increase in the Google search with the first or second source of traffic to our website. This leads to more sites getting there from the traffic on Facebook. As I mentioned earlier, more people we reach the more people who engage, the more Google sees it as a legitimate source and opens up the larger family of potential audiences. So we need to see this beginning base on average has been driving most of the traffic to our website but now Google search from week to week will be the number one refer to our website. Because now Google serves us as a source of information for this audience, based on the recent engagements in the traffic that has been driven to us. This increased legitimacy is the golden standard of how this tends to work.

In April, we had one day it was recommended by Google that on all Samsung devices are going to your Google homepage, click now. You can see this article on the search button. A "New York Times " article from a certain day, for devices and received 92,000 views for that day. Of the 92,000 views, that is better than any blog we have published in history until today. That was one day of being online with those audiences. That is a great example of how you can create the Facebook value and raise it with the marketing. And then the other stats begin to help you, other sources you are interested in.

And then recently, we have implemented callouts. Now, the Google callout can detect people on the Help Line and on websites. So we are experimenting with a few concepts on how that works with the Help Line, which is not necessarily how it goes for people calling from social media. So we found these call-outs and the starting phone calls. The latest people call out to work and then first of all, they only show up when people do it on mobile ready sites. So they don't show up on a desktop, they show up on the mobile search. And with one click, the call goes to the Help Line. And we have had great success from that, we have had a lot of time to go. Just like everything else, we tweak it and follow the trends to see which category is best. Over the last four weeks, we brought in a number of others.

Then just recently, we implemented an opt-in campaign for text messages for July 31. The way we can talk about that is the average campaign that publishes the blog to fund the campaign. They send the delivery messages to all of our subscribers and we also promoted it on social media via Facebook and twitter. It was promoted on 2 pages of the website, 5 or 6 pages. Also, the Help Line is promoting it by adding it to the search engine email online. In addition -- The first one was sent on July 15. We got that from July 13 for the updates and we had the campaign and we are sending a text in our first text since July 15. I'm not sure of the second text will be tomorrow, possibly. In the last bullet here, actually updated, check my numbers about an hour ago and we have 1,005 subscribers. We have just reached over 1,000 subscribers as of 7:00. All right and with that, I will pass it over to Jayme for the next set.

Thanks, Mario. Hello, everyone. Jayme Pendergraft here. I'm the program outreach manager for TPM. Today, I'll start off with information about some new resources and other content that you can use for certain information about the Ticket Program. Our latest new resource is called Benefits Counseling and the Path to Work for and it does include information about what benefits counseling is, who may offer it -- which m any of you do. Also, how beneficiaries can access benefits counseling services. and the link to that fact sheet is available in the presentation.

I would also like to invite you all to attend our next WISE webinar. The topic is Ticket to Work on the path to employment. This will be a very basic introduction to the Ticket Program and service providers. During the last few webinars, we have gotten lots of questions from people who are new to the program or just learning about it and had very, very basic questions about what Ticket really is. We are taking this opportunity to go ahead and really define the Ticket Program and tell them who is available to help them on their path to employment. It is next Wednesday, August 26 from 3:00 to 4:30 p.m. Eastern time. Ray Cebula from Cornell University will be our presenter. You can register online at choosework@ssa.gov/wise. And as always, we archive all of our WISE webinars so if you are interested in a particular topic you can always go back and listen to it or read the transcript at a later date in our WISE on Demand.

Since the last call, we've also published two new success stories One is an update on Larry. Larry has autism and he continues to work at his job that he was featured in several years ago and continued to advance in his financial independence. We revisited Larry to see how he is doing and published a new story about him. We also shared a story about a woman named Johnny who was able to actually buy a home and achieve employment and financial independence with the help of Ticket and her local housing authorities. She has not quite gotten off benefits all the way and that is what we call her — She is not quite fully financially independent and that is why we called her story a stepping stone. She still does have a fantastic story and as you can see, a great smile. She is a great story to share.

As always, you are welcome to share information about success stories and stepping stone candidates. You can always send their information to stories@choosework.ssa.gov. Our success stories feature people who have achieved financial independence with the help of Ticket. The differences between those in stepping stone stories is that stepping stone features have taken a major step on the path toward financial independence but have not eliminated their reliance on benefits or been off them for a significant amount of time in the office.

Our next slide talks about staying in touch. We have included all of our social media accounts here. We are as always on Facebook, Twitter, YouTube and LinkedIn. I did just want to say that if anybody would like to either promote any of these materials, text messaging campaigns back or anything like that, you can always send an email to marketing@choosework.ssa.gov. I will hand it over to Adelle for any questions.

That was great information. What we will now do is — all of you can help us with questions and answers — if you can set that queue up and let them know how to do that? Meanwhile, again, we appreciate everyone's patience and understanding. We will be sending out a message to let you know when this will be posted on our website. If you missed something in the meeting, we will get this posted to our website and sent out as soon as we can let you know.

To signal for a question on the phone line, please press star 1 on your telephone keypad. Also, if you're using a speaker phone, please make sure that your mute button is turned off to allow your signal to reach our system. Once again, star 1 at this time for questions and we will pause to give everyone the opportunity to signal.

All right, we can tag team. I have some questions in the chat. I will go with a few and then check back with you, okay?

Certainly.

Alrighty. I have a question about a verification process.

SSA is not able to verify my identity in the system and I have a new credit card in my name and I'm not able to do so and the offices are closed.

That sounds like setting up the My SSA account. That question comes from Chantel. Any advice for Chantel?

This is Ana. Yes, she can email EN Operations and we will follow up with her because we definitely need more details and information in order to assist her. So please email operations at enoperations@yourtickettowork@ssa.gov.

Okay, thank you. Are there any changes to the exclusion for progress made by participating beneficiaries and additional programs due to COVID?

Adelle, can you repeat that? It was a little muffled.

Sure, I apologize but I will slow down.

Are there any changes to the expectations for progress made by participating beneficiaries in the Ticket to Work Program due to COVID?

Yeah, that is a good question. Go ahead, if someone wants to jump in.

This is Patrice. I was going to say that I mentioned a few weeks ago on the All EN Payments Call that SSA is meeting pretty much on a daily basis to discuss the impact of COVID on not only our operations and practices but also on our policies. So there are a lot of things under discussion and once decisions are made, we going to make sure that we communicate all those things according to our employments support providers. So to answer the question, more directly, no, there has not been any firm decisions made at once there are, of course, we will make sure that we bring that to everyone's attention.

Good, thank you very much. I'll add a correction to the email We want to make sure that we all know that it's samarketing@yourtickettowork.ssa.gov. Okay, speaking of which, how would the EN sign up for the marketing process?

I believe we have a mailbox for that. Ana, do you happen to know what – can you share that?

No, that is not on the top of my head, but if they email EN operations, definitely has to be provided, that information. In the meantime, I'll look for it and provide it in a few minutes.

Okay, great. Can you share that email to us again?

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enoperations@yourtickettowork.ssa.gov .

Thank you.

You're welcome.

Any questions in the queue?

We do and as a reminder, it is star one for questions on the phones. First, we will go to Diana Bernardini.

Hi, you said that the last name so well. Hello, everybody. Good afternoon. I was just wondering, we used to be having a discussion about the changeover from SSA to DOL. I know we have heard that it is business as usual but I wonder, are those negotiations still happening?

Hi, Diane. That is a great question. We are still in deliberations with the Department of Labor and the Office of Management and Budget. I can't really get into a whole lot of details. We have some things that are in the works right now. When at the appropriate time we are able to announce things publicly, we will certainly let you know and really, I hate to kick the bucket down the road here but things are sort of still inhouse, still being reviewed. We are working on a couple of things and we will certainly share that with you at the appropriate time. I hope that helps.

Okay, thank you.

Sure.

This is Ana, before the next question, I do have the email address for the marketing information. It is data.marketing.poc@ssa.gov.

And will move on Chantel Thomas. Miss Thomas, your line is open.

Hello. I'm sorry, they already answered my question after I typed it in.

All right, thank you.

Thank you.

I'll do a few more in the chat.

Okay.

Can we still email PII internally, within our EN when it is not password-protected?

Adele, can you repeat a question one more time, please?

Great minds, great times.

Can we still email PII internally when it is within our EN when it is password protected?

I think it is worth mentioning, this is Patrice. I think it is worth mentioning that the issues with emailing PII is that it has to be super secure and we are not in a position where we can verify the security of all of our EN's email systems. And so I think the idea is that we can't send it to SSA or TPM securely then it's also a no-no to send throughout your ENs internally. So our recommendation would be that no should not be and you should do your best to find a way to get out the PII, even internally. If you are within an EN the best method would probably be to pick up the phone and share that SSN over the phone. We have had several PII breaches with the transmission of PII over email and it is very, very easy for mistakes to be made. We would recommend against it.

Thank you, Patrice. Jeff P.?

There are a few questions about success stories. So Jayme, if we have a success story to how do we contact you to let you know but if you wanted to reiterate, that would be great.

Sure, this is Jayme. It is stories@teamworks@ssa.gov.

Appreciate you. And then how do we connect with social media initiatives?

I may need additional details on a question.

Okay. Maybe that person can chime in for us?

Due to the pandemic, many beneficiaries were laid off. Is it possible for them to apply for unemployment without the benefits getting affected or terminated?

That is a good question. That would be a field office question. Patrice, I don't know if you have any thoughts on that?

Is a possible for them to what without their benefits of being terminated?

For them to apply for unemployment without the benefits being affected or terminated.

Yeah, my understanding is that unemployment does not affect their benefits status but I'm truly not sure. I will go to ssa.gov and look at the COVID-related resources because there are a lot of responses to questions such as those where on the ssa.gov website where there should be a link where the top related to COVID-related resources t and I believe that there should be a response to that question there. I'm sorry, I don't have it off the top of my head.

Okay, appreciate that. One more from the chat. Regarding the annual review, my EN participates in this BPQY POD and have a GSO account through this. Can I use this for the annual review also? And will SSA contact me through these accounts that I already have?

This is Patrice. I can take that question as well. The GSO accounts used for BPQY purposes may be the same as the one used for Program Integrity purposes. However, it boils down to the individual who is responding. If the GSO account is set up under an individual's name or an individual at your EN. if the same person who does your Services and Supports Review is the same person who does the BPQY pilot submission, we would likely give availability for your EN to submit information to a separate address within GSO. But you wouldn't submit your information to the BPQY POC as you see in your current GSO account.

Program Integrity will still reach out to you prior to your review and ask you for information regarding who is going to submit information for your Services and Supports Review. And if it’s the same person, they will add availability for you to submit your service and supports documents but it won’t be the BPQY POC. You will see another address in dropdown that is specific to service and supports review. So don't just send information with PII through that BPQY GSO account. We will need to set you up to be able to communicate with the Program Integrity team.

Okay, sounds good. Now, regarding PII, let me see, I lost that question.

So social media, how do you connect with the social media initiatives?

Hi, Adelle. I think that was the one that I needed more information about.

This one? Okay. I think I’ll go to a PII one.

Regarding PII -- if there is no PII allowed in email, is that the same thing that holds when working together for the Ticketholder?

Can you --

If no PII is in the email, is it the same with ENs working with the Ticketholder? I'm imagining that it is the Ticketholder in communication to the EN or the EN is sending communications back to the Ticketholder?

Yes, it is the same. We want to protect beneficiaries’ PII at all costs.

Okay. Paula, do we have some in the queue?

We do, next, going to Alberto Van Zandt.

Good afternoon, everyone. I am with Goodwill Houston. I am calling because we have an initiative in order to help our clients get gainfully employed and holding meetings virtually, we are highly recommending this through our company — how we go about advertising those opportunities on the social media – on the Ticket to Work social media platforms?

Hi there, you can actually send us an email at the ssamarketing@yourtickettowork@ssa.gov with the information. We do tend to promote more locally and nationwide career fairs that we will take a look at. We have a couple different criteria for job fairs and we will let you know if we are able to promote it.

Okay, can I get that email?

Sure, it is ssamarketing@yourtickettowork@ssa.gov.

Thank you very much.

You are welcome.

Moving on, we'll go to Sandra Adams. Miss Sandra, your line is open, please check your mute button.

I am sorry. Thank you. I had heard about program where you -- a special program where you can get a listings of potential beneficiaries who want to participate in the Ticket to Work program and I wanted to know, is that program still active? If so, how could I obtain some additional information? Thank you.

I was going to say, you can provide an email address.

Thank you.

No problem. You can email data.marketing.tlc@ssa.gov and we will provide you with more information through there.

Yes, could I also add, what is the name of the program?

What is the name of the program?

Yes, I mean is it your marketing program?

Yeah, data marketing is fine.

Okay, thank you.

Press star 1 at this time for any questions. Okay, while you wait, we will go back to the chat.

Okay.

What number should I send the contractor personnel rollover request form? I'm assuming we shouldn't send staff PII even if it is password protected?

[Pause] Let's see, the contractor personnel rollover request form. if it's PII. That's Jackie. Jackie, can you chime in? If you can ask the question, we can probably better understand it.

This is Patrice. I believe Jackie is referring to the suitability process. We are not making any changes for that process at this time. It goes to our Suitability Office and unless they let us know otherwise, that process will remain unchanged for now.

Okay, good. And what social media platform have we had the best success with in terms of reaching the market you wanted?

This is Mario, I can answer that one. Without a doubt, Facebook advertising has been the number one tool we could use. The reason for that is because targeting is very high-level. You can also manage your ads in real time. We may put 15 ads at once and in the course of the day, start taking off some of them that are not reaching people so that we can focus on the ones that are. You can also leave money around in real time to really follow the trend. Also, you know, social media networks, specifically Facebook is one of the best avenues to get feedback because you have a 2-way conversation. You don't just put it out there and hope people see or hope that they find it relevant. But they actually give you feedback and you can use that to inform future outreach campaigns.

So by far, Facebook is the advertising has been best channels. And, you know, If you've heard the term that high tide floats all boats, well Facebook advertising done correctly is the high tide that will raise the value of the website's and your other digital outreach channels as well.

Thanks, Mario.

When a new staff person starts at our EN, do they have to have completed security clearance before they can take the training series?

Hi, this is Ana. No, they don't have to complete suitability clearance in advance. It will be better, of course, but they don't have to. We have suitability and My SSA account incorporated in the training curriculum. So we can provide that assistance to anybody.

Thank you for that. Do we have any in the queue?

There are no questions in the queue at this time but as a reminder, please press star 1 for any questions over the phone.

Okay.

If the Ticketholder prefer their resume emailed without password from an to EN staff -- Is that permitted?

We strongly encourage everyone to not send any PII through email at all. We need to protect beneficiary PII is going from the beneficiary to the EN or from the EN to the beneficiary.

Thank you for that.

Ana, can you do me a favor and repeat the marketing? What is that email address? I will drop that down.

Sure. Data.marketing.poc@ssa.gov.

That was P as in Paul, O as in Oscar, C as in Charlie?

Yes.

One more time? Data –

Data.marketing.poc@ssa.gov.

Okay, so if I get a chance, I will broadcast that since there were a few questions about that. Paula, a question for you. A few questions and then we go to Sandra next.

Yes. The question I have, I have a beneficiary who is in the extended period of eligibility and he took — he's on FMLA leave. Is the money that he received classified as countable income for payment, for prepayment — Milestones?

This is Patrice. If you can add your question to the chat as well as your contact information., we will get that over to our payments team. This is a payment specific question so we'll have to get back to you with the specifics on that if you're available. You are available to enter your question into the chat or if you can send it into the email operations and we will get it to the payments team and they can provide you with a response.

Okay, thank you.

Sure.

Moving on, we will go to Ahmed?

Hello, yes, using a sign language interpreter for this call. I am a deaf person EN. My consumers are deaf and they don't use the phone. In terms of information exchange such as PII, specifically, if the beneficiary wants to text some personal information via text. Not email. My question is not about email restrictions or advice. Is it okay to do it through text if we are not able to meet during COVID? Wanting to make sure that some of the text messaging information is revealed appropriately. Can you speak on that?

This is Patrice. At this time, we are just addressing sending PII via email. I'm not sure of any restrictions on sending PII via text. If we hear of anything specific related to PII and being texted, we will let you know. What I mentioned today is specific to email. Thank you for the question and if we hear of anything, we will make sure to let all ENs know. I am not positive about sending texts, especially from the EN to the Ticketholder via text but we will see what the information we can find in terms of what the agency will allow and get back to everyone.

Thank you. So we will return to Sandra Abbott.

Sorry, I have a two-part question. I have been an EN for approximately a year now. And I want to ask, when would my annual review be? The second question, if I wanted to add additional people to my EN operations and they’re contractual people or they are coming in as contractual people — but I have to change my business plan?

Hi, Sandra. This is Ana. I can definitely give you a call when I've spoken with them on the business model. We can definitely chat offline and answer your questions.

Okay, thank you.

You're welcome.

And then the first question is, when would I be notified of my annual review?

Your annual review would be within a year of your first Ticket assignment.

Okay, it's been a year as of the end of July.

Yes, is that the time of your first Ticket assignment?

I see, no. [Laughter] you answered my question, thank you.

You are welcome. We do have your other contact information and I will reach out back when we do. Okay?

Okay. Thank you, Ana.

You are welcome.

There are no phone questions at this time.

Thanks. We have some more here from the chat.

If we submitted the home office approval forms at the beginning of the pandemic, how will we be approved to work from home?

This is Patrice. You should have received a response from our EN Service Team. If you have already received one, please resubmit your request to enservice@ssa.gov.

Thank you. Okay. We did social media initiatives. There are still some more questions. This is probably a good slide that I put up on how stay in touch unless there's a different way that they are asking about keeping in touch with social media. So putting that up.

Someone has indicated that they been sending checks to their local Social Security office. How will they know they are being received and processed?

This is Patrice. I recommend you call the 800 number. That is not something that the Ticket Program office can answer. I would recommend you call the 800 number to find out whether or not there is any record of the checks being received. I do know that there are individuals who are sort of checking in on the field offices but that is about the extent of my knowledge for what is going in terms of mail operations. So in an effort to not lead you astray, I would contact the 800 number just to make sure that you have the right information.

Thank you for that. How do we become an benefits counseling agency if we are not already?

This is Patrice. Please express your interest to enservice@ssa.gov and we will get you in contact with our WIPA — our contract that manages how to become a benefit counselor. We'll make sure that you get on the mailing list so that when trainings are coming up you can be made aware and can attend one of the trainings.

So please express your interest at enservice@ssa.gov and let them know that you want to placed on the mailing list so that you can become aware of the trainings. In order to become certified, your first step would be to attend training. Please express your interest to enservice@ssa.gov and we can take it from there.

Thank you for that, Patrice.

Just so that everyone is clear, there are still a few more questions about email correspondence within an Employment Network. If you could just please reiterate that part of the question?

Are you saying that employees are no longer able to send unencrypted document via email to each other? I know we answered this once but we want to make sure we are on the same page with that.

This is Patrice. We will provide additional guidance regarding emailing PII. We mentioned that ENs cannot submit PII to TPM or to SSA via email because we are not able to verify the security and of course we have had a lot of beaches. Those breaches can be made important when sending PII via email within the EN as well. As such, we highly recommend against sending PII via email at all because of the risks that have occurred — the risk that can be incurred sending beneficiary information.

I understand that you are discussing sending PII to your peers, it is just a very big risk if that information gets into the wrong hands. We are not allowing PII to be sent to SSA or TPM. We highly recommend against doing it internally as you are peers and touch in other ways, we would recommend that you use the phone method of exchanging PII through the EN as opposed to sending it via email.

Thank you, Patrice. Appreciate you.

Are ENs allowed to put others' social media on the company website?

Asking are we allowed to advertise our social media on the company website?

This is Jayme, I will answer that. The SSA can fill in if they see things differently. Yes, I would say that you are more than allowed to link to our social media accounts. You are also more than welcome to share anything that we have post on social media to your social media accounts as well.

Okay, thanks, Jayme. Any other questions in the queue?

There are no callers in the queue at this time.

Okay, I do have some more here.

So as a follow-up due the COVID-19 regulation when meeting in person is limited — in what ways do you suggest that we provide resumes for Ticketholders other than email and most don’t have faxes or are unable to encrypt it? What kind of suggestions do we have?

Ana, can you please repeat that -- I'm sorry, Adele, can you please repeat the question?

No worries. So a follow-up to the COVID-19 situation, being limited to in person -- what other ways do we suggest that we provide resumes to the Ticketholder, other than email because some folks don’t have faxes or they are unable to encrypt?

We will provide additional information regarding PII in response to this call via writing to the ENs.

Okay. Thank you.

It looks like that was a lot of our questions. Paula, any questions?

In the queue, there are no phone questions. As a reminder, star one for any questions on the phone.

Jayme, a good one for you. How do you advertise career fair events the Ticket to work social media?

You can send an email to that SSA marketing at yourtickettowork@ssa.gov. If it meets criteria, we will take a look at whether or not we can advertise it on social media. We also have a monthly career fair blog that tends to feature more national or regional career fairs. It may be a good fit for them as well. ssamarketing@yourtickettowork@ssa.gov.

Thank you, Madam.

How long does it take to update the Ticket to Work contact directory for the location changes so beneficiaries are seeing the most updated information?

This is Ana. I will answer, Partrice — if you have anything to add. I will say, it depends. If it’s a site location and you have with a point of contact that is new to your organization, for example, haven’t had the proper training. They have to complete the training that includes suitability and until they complete the whole training curriculum, that site is going to go live on the website. So it is tied to suitability and the completion of the training in order to be ready to provide services to Ticketholders. So if anybody has a question about a contact change that they sent and they don't see it on the website and they are not enrolled in the LMS training curriculum, please email EN Operations and we will assist you to see where in the process is the request and your new staff person.

Thanks, Ana.

Another question for the PII that we are going to send follow-up information after this call.

Do we know if the local offices are open?

Local offices are not yet open.

Okay, is there a different way for the ENs to provide stubs if the client is not yet using the Portal?

Adele, do you mean paystubs from the beneficiary to TPM?

She started out by asking if the local office was open? I would imagine it's the paystub getting to the SSA office.

So maybe they could chime in and maybe we can get some clarification on that one.

Thank you.

Okay. Any questions in the queue, Paula?

Yes, we will go to Natalie Harrison.

Hi, everyone. This question was posed earlier but I don't think we got a full explanation regarding completing paperwork to work from home during COVID. The answer given was that we will receive a response from the program manager regarding approval. How long does it last is the question that I am looking to get answers? How long is the approval to work from home? Will you have to submit a new one outside of the COVID? Or does COVID give you the ability to work from home? Is that like an indefinite approval I guess is my question?

This is Patrice. Once we know that your home office is secured, you can continue to work from your home office. We would, of course, ask you to let us know if you were no longer working from your home office after COVID and things open back up. Once you're secure, and the things that you sent in to get that approval has not yet changed. Once you've been approved, you've been approved so if it is not like something that you would have to submit every year to make sure that you are in good standing.

Okay, thank you.

Sure.

We will return to Sandra Abbott.

Yes, thank you. My question is — I know that it is a PII with restrictions but if a beneficiary sends you information by text, is that prohibited?

This is Patrice. We will send additional information in writing to all ENs about sending PII to and from beneficiaries. What we provided today was mainly for individuals and ENs sending PII to SSA and TPM. I know we're receiving a lot of questions about how ENs should communicate internally and how to communicate with beneficiaries. That isn't something we have addressed in writing communicate yet. We will provide additional information to answer those questions.

Okay, thank you.

There are no further phone questions.

Thank you, Paula.

Kim actually followed up. Kim Gonzalez said we were right about her question -- with the office being closed how else can pay stubs be provided for Social Security from an EN or even the clients sending in their stubs if they are not using the app?

This is Patrice, I do want to clarify. The offices are closed but there are some operations that are going on in the offices. I believe that they might an individual going in to collect the mail and take necessary actions. They're just not open for the public to go in and make appointments. They are not put open to the public right now. Mail is not collecting at the outside of the office. There are individuals going in there to take care of priority tasks. I hope that helps.

Thank you.

At the AJCs the face-to-face contact is also limited, and we're use the DocuSign to complete the IWP. We also use emails encrypted and we're seeing there's a way that we're not able to do that.

Let me see if I can repeat Daniel's question.

Daniel said they're at an AJC and there they have face-to-face contact, which is limited. So they're using the DocuSign to complete the IWP and they're also using emails encrypted. Daniel, I hope I'm doing you justice. The email is encrypted and you're now saying we can't do that. I think that's what Daniel is saying. I think Daniel, the information that we send out after the call should better address the question.

Okay. Looks like we are at 4 minutes until the end of the call. Anybody chiming in there?

No, no further questions at this time.

Okay.

I do have questions in the chat, but I think the information we send out afterwards will better answer most of the questions from here. I will keep going through here and see if I see anything.

Patrice, do you know if there are any requirements for the cloud-based platform to see the managed beneficiary files? Is that going to go out with the information as well?

I doubt that they will be sent out together, but we are still working on providing information regarding cloud-based technologies. We will send something as soon as it's ready but that's bigger than just our office. We are working with our Systems component to make sure that we get the right information out. I do think that the information regarding PII will be ready before the cloud-based information.

Okay, good. I want to make sure that we get that out.

And I think that sums up what I have here. One last call of anyone asking a question in the queue phone?

There are no questions. We will return to Sandra Abbott.

Yes, I just had a quick question. After we go through this session, I have not been receiving any emails in regards to questions that may not have been answered or additional information, you know, you'll mention t in the call that you would send updated information as a result of questions being posed. I just wanted to make sure that I am on the list.

Hi, Sandra. This is Ana. I will double check that are on the mailing list for GovDelivery. But If you received information for this call, this means yes, you are on the list. I will address any other questions until we give you the phone call, okay?

Okay. Thanks, Ana.

Yeah, no problem.

Next, we go to Gloria Sweeney.

Yeah, I know you just answered the question but I was wondering, now I know you said we're not be able to do emails with providing PII with the consumers when we are you completing the intake forms. Do you think maybe it's best to mail the intake forms for fax them?

This is Patrice. Yes, mail and other more secure methods of transmission than email. We mentioned earlier that if you are sending PII to TPM or SSA you can't do it by email but you can do mail or phone or fax. Yes, that would be secure methods.

Gotcha, okay. All right.

[Laughter] okay, all right and I appreciate you.

And bye-bye, thank you.

With that, there are no further questions.

Okay.

One more question from the chat.

Are electronic signatures on paperwork utilized through companies like Hello sign and DocuSign accepted?

Yes, they are accepted.

Okay. Thank you. And a follow-up to that, is there a point to where they will be denied by Social Security and if so, why would electronic signatures be declined — my apologies, wanted to make sure we were using the right question. The answer is, they would be accepted.

Okay, we have reached a final moment here on our call. I want to make sure — I know that we had some technical difficulties in the beginning and I want to ensure everyone that once we have this information gathered and posted, and we will send out notification so that if you missed anything, that you would have this information available to you.

As far as the questions that were answered in the chat that had to do with the PI, that more information is coming up regarding that and we will make sure that the questions get addressed otherwise.

Our next call will be wow, November 17. That will be our next call. Again, I appreciate everyone's patience and time and I want to wish everyone a great rest of the day. Please stay safe.

Thank you. That does conclude today's conference. We would like to thank everyone for their participation. You may now disconnect.

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