Quarterly All Employment Network (EN) Call

November 17, 2020 • 1:00 – 2:30 p.m. ET

Call Agenda

1. Introductions and Social Security updates

2. EN updates and reminders

3. EN Virtual Services Survey

4. Outreach update

5. Questions

UPDATE

EN Updates and Reminders

TICKET to Work

Sending PII to Social Security or TPM

- **Email:** Never send PII to Social Security or TPM via email!
  - Send work case (WC) numbers to
    ENPaymentsHelp@yourtickettowork.ssa.gov
  - **Exception:** Submitting documentation to the Suitability office to obtain Suitability

- **GSO accounts:** for Services and Supports Reviews **ONLY**

- **Phone:** 1-866-949-9687 (Payments Help Desk)
  - Monday through Friday, 9 a.m. – 5 p.m. ET

- **Fax:** 1-703-893-4020

- **Mail:** P.O. Box 1433, Alexandria, VA 22313

- TPM will route all faxes and mail to the correct department, which may increase processing time

TICKET *to* Work

EN Updates and Reminders
Sending PII to EN Staff and EN Partners

- EN staff may use their own email system (e.g., Yahoo!, Gmail, etc.) to send PII to other EN Staff and EN partners
  - All PII must be entirely contained in an encrypted attachment
  - PII may NOT be in the email body, subject line, or unencrypted attachments

- TPM cannot provide assistance to ENs with how to encrypt documents

TICKET
to Work

EN Updates and Reminders
Sending PII to Ticketholders

- When communicating directly with a Ticketholder, the method of communication should be agreed upon before transmitting PII

- ENs may not send PII to Ticketholders via text messaging (SMS) under any circumstances
  - Social Security does not govern what Ticketholders send to ENs via text message

- When Ticketholders send PII to an EN via an unencrypted platform, delete the information immediately

TICKET *to* Work

EN Updates and Reminders
PII Resources

- Service Provider Foundations online module: **Properly Safeguarding Personally Identifiable Information (PII)**
  - https://yourtickettowork.ssa.gov/training-and-events/foundations-curriculum.html

- Website content:
  - https://yourtickettowork.ssa.gov/program-operations/transmitting-pii.html
    - Definition of PII
    - Sending PII to Social Security or the Ticket Program Manager (TPM)
    - Best practices for faxing or mailing PII to TPM
    - Sending PII to other (non SSA/TPM) email addresses
    - ENs text messaging with beneficiaries
    - Consequences for PII Violations

- For assistance contact ENoperations@yourtickettowork.ssa.gov

New Payments Training

- **Submitting Your First Payment**
  - Designed for all ENs/staff that will submit a payment request for the first time

- **Content:**
  - Reviewing terminology
  - Gathering resources
  - Managing payments

- Training will be posted at yourtickettowork.ssa.gov/training-and-events/foundations-modules.html

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EN Virtual Services Survey

EN Virtual Services Survey
Background

- On the May 19 All EN Call, several ENs shared how they were adapting to a new way of doing business as a result of the pandemic.

- To learn more, TPM recently surveyed a panel of 14 ENs about:
  - Challenges they face in serving Ticketholders remotely and achieving successful employment outcomes
  - Resources and business practices they use to facilitate remote service delivery
  - How they are adjusting their business operations

- Panel responses reflect a deep commitment to meeting the goals of the Ticketholders they serve.

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Next steps

- TPM will publish a fact sheet in the Service Provider Toolkit highlighting effective practices for virtual services including:
  - Establishing and maintaining remote operations
  - Making frequent contact with Ticketholders, staying positive and supportive
  - Increasing use of video, live chat, texting and social media
  - Increasing the scope and marketing of Ticket Program services
  - Developing jobs in growing industries
  - Building new and strengthening existing partnerships with Ticket Program allies and employers

TICKET to Work
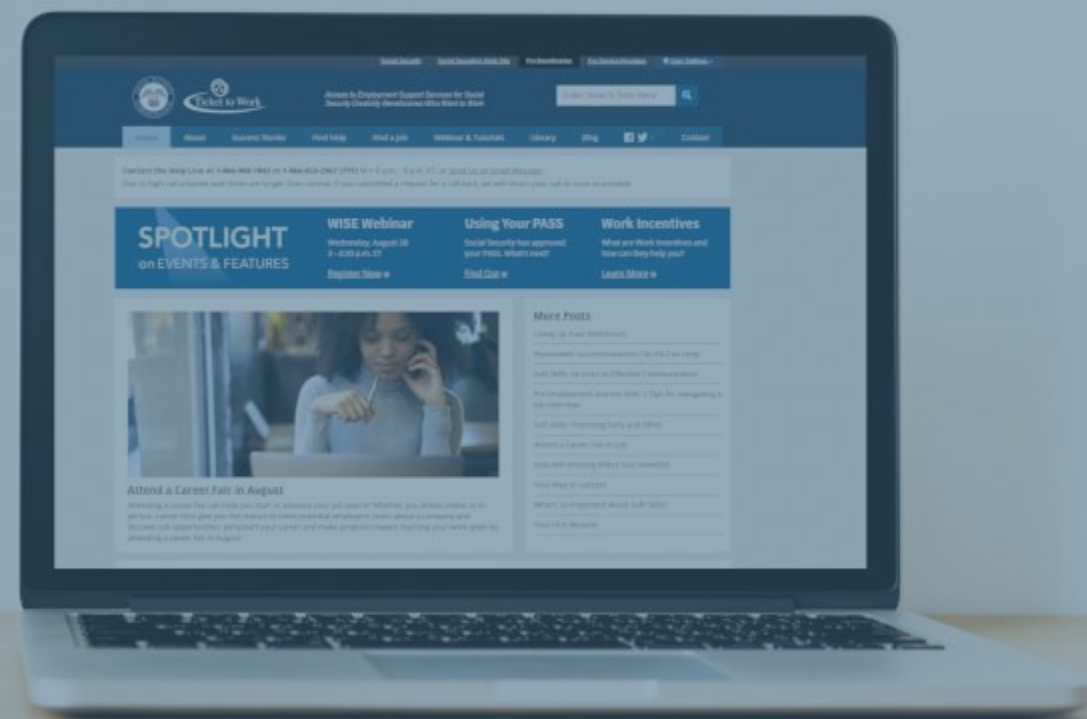
Outreach Updates

Outreach Updates
Service Provider Outreach Toolkit

- This is your one-stop resource for Ticket to Work Program materials. These powerful materials were created to support the activities of Employment Networks (ENs), Vocational Rehabilitation (VR) agencies and other Social Security-approved disability employment-focused organizations as they assist people with disabilities as they enter or re-enter the workforce.

Outreach Updates
Service Provider Outreach Toolkit

- The materials are designed to be tailored to suit your organization's messaging about its involvement in the Ticket to Work Program and will be updated periodically to reflect program changes and posted to this site. Put these materials to work for you!

- Use the Ticket Program logo on your website, publications and social media content.

- https://yourtickettowork.ssa.gov/resources/marketing-materials.html

Outreach Updates
Success Stories

- Ticket to Work Success Stories are **real stories** about actual Social Security disability beneficiaries.

- Share on social media or in your newsletter to show positive outcomes from the Ticket Program.

   https://bit.ly/ticket-stories

Outreach Updates
Success Stories

- We encourage ENs to submit information about Success Story and Stepping Stone Story candidates.

- **Success Stories** feature individuals who have achieved financial independence with the help of the Ticket Program.

- **Stepping Stone Stories** feature individuals who have made a major step on the path to financial independence but have not yet eliminated their reliance on benefits.

- Send candidates for Stepping Stone and Success Stories to Stories@choosework.ssa.gov

Outreach Updates
Success Stories

- After years of struggling with her mental health and addiction, Hazel found the support she needed to create a path to recovery and work towards financial independence.

- Learn how work helped Hazel create a better future and achieve her goals.

- **choosework.ssa.gov/library/hazel-success-story**

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Outreach Updates
WISE Webinars

- WISE webinars are online events held for people who are ages 18 through 64 and receive Social Security Disability benefits.

- Participants learn about the Ticket to Work Program and available Work Incentives through accessible learning opportunities.

- WISE webinars are generally held on the fourth Wednesday of each month.

- Your organization can help spread the word about the Ticket Program by promoting these webinars.
  - TPM sends sample social media posts for ENs to share every month.

TICKET | **WISE**
to **Work** Work Incentive Seminar Event

SOCIAL SECURITY ADMINISTRATION **TICKET** to **Work**

Next WISE Webinar

- Topic: Debunking the Three Biggest Myths about Disability Benefits and Work

- Date: Wednesday, November 18, 3:00-4:30 p.m. ET

- Presenter: Ray Cebula, Cornell University

- Register at choosework.ssa.gov/wise

- View previous webinars at WISE On Demand:
https://choosework.ssa.gov/webinars-tutorials/webinar-archives/index.html

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

- Subscribe to GovDelivery updates:
  - https://public.govdelivery.com/accounts/USSSA/subscriber/new?qsp=USSSA_6

Questions?

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

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