



Quarterly All Employment Network (EN) Call

February 23, 2021 • 1:00 – 2:30 p.m. ET

Quarterly All EN Call Call Agenda

1. Introductions and Social Security updates
2. *my* Social Security Accounts
3. Work Incentives Counseling
4. EN updates and reminders
5. Outreach update
6. Questions



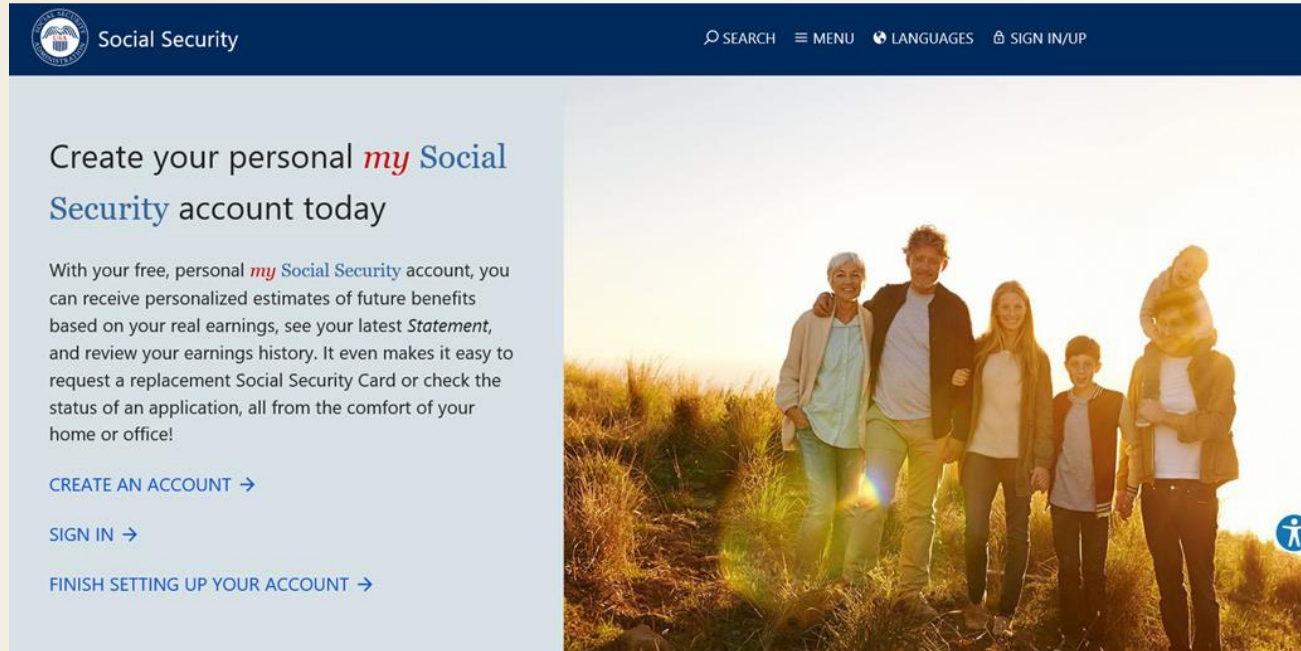
Social Security: With You Through Life's Journey...



Securing today
and tomorrow



my Social Security



Social Security

SEARCH MENU LANGUAGES SIGN IN/UP

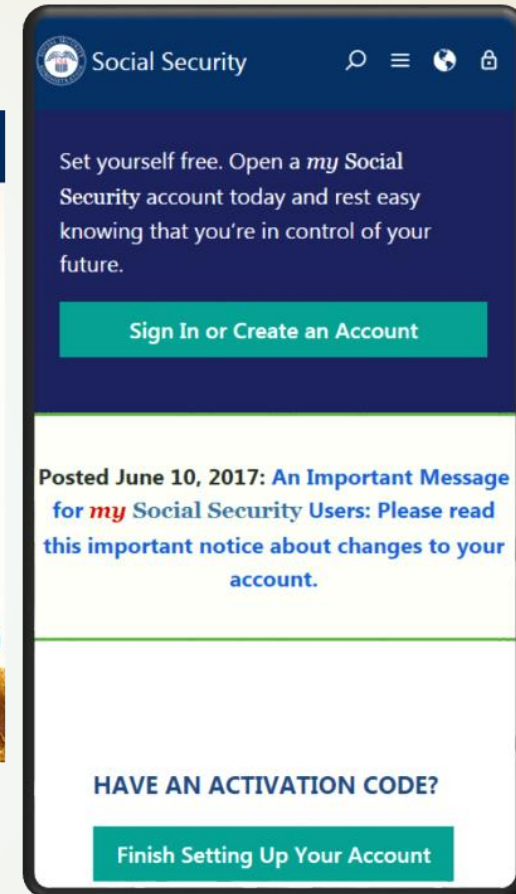

Create your personal *my* Social Security account today

With your free, personal *my* Social Security account, you can receive personalized estimates of future benefits based on your real earnings, see your latest *Statement*, and review your earnings history. It even makes it easy to request a replacement Social Security Card or check the status of an application, all from the comfort of your home or office!

[CREATE AN ACCOUNT →](#)

[SIGN IN →](#)

[FINISH SETTING UP YOUR ACCOUNT →](#)



Social Security

Set yourself free. Open a *my* Social Security account today and rest easy knowing that you're in control of your future.

[Sign In or Create an Account](#)

Posted June 10, 2017: **An Important Message for *my* Social Security Users: Please read this important notice about changes to your account.**

HAVE AN ACTIVATION CODE?

[Finish Setting Up Your Account](#)

ssa.gov/myaccount



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my Social Security Services

If you receive benefits or have Medicare, you can:

- Opt out of mailed notices for those available online;
- Request a replacement Social Security card if you meet certain requirements;
- Report your wages if you work and receive Disability Insurance (SSDI) and/or Supplemental Security Income (SSI) benefits;
- Get a benefit verification letter as proof that you are getting benefits;
- Check your benefit and payment information and your earnings record;
- Change your address and phone number;
- Start or change direct deposit of your benefit payment;
- Submit your advance designation of representative payee request;
- Request a replacement Medicare card; and
- Get a replacement SSA-1099 or SSA-1042S for tax season.

ssa.gov/myaccount/what.html



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my Social Security Services

If you do not receive benefits, you can:

- View retirement benefit estimates at different ages or dates when you want to start receiving benefits;
- View possible spouse's benefits;
- Request a replacement Social Security card if you meet certain requirements;
- Check the status of your application or appeal;
- Get a benefit verification letter as proof that you are not getting benefits;
- Get your Social Security Statement to review:
 - Estimates of your future retirement, disability, and survivor benefits;
 - Your earnings once a year to verify the amounts that we posted are correct; and
 - The estimated Social Security and Medicare taxes you've paid.

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my Social Security

You can assist someone in creating a *my* Social Security account if they: are with you;

- have their own email address;
- can answer the “out of wallet” questions; and
- have been appointed a payee.

You cannot create a *my* Social Security account on behalf of another person by using another person's information or identity, even if you have that person's written permission.

For example, you cannot create an account for another person:

- with whom you have a business relationship;
- for whom you are a representative payee; or
- for whom you are an appointed representative.



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Enhanced Security for your *my* Social Security Account

We recently added a second method to check the identification of account holders when you register or sign in.

This is in addition to the first layer of security, your username and password.

You will be able to choose either your cell phone or your email address as your second identification method.



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Enhancements to Online Services

1. Retirement Benefits Portal
2. Updated Standardized Benefit Verification Online
3. New Fact Sheets added to online statement



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How to Open a *my* Social Security Account

1. Visit ssa.gov/myaccount
2. Select: “Sign In or Create an Account”
3. Provide some personal information to verify your identity (answer “out of wallet” questions)
4. Choose a username and password
5. Select how to receive a security code every time you access your account (text or email)



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[SSA.gov](https://ssa.gov)



Information for People Helping Others

<https://www.ssa.gov/thirdparty/>



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Q&A Session



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Work Incentives Counseling

What is Work Incentives Counseling?

- Work Incentives Counseling, also called Benefits Counseling, offers accurate and comprehensive information to beneficiaries about federal, state, and local programs geared towards the beneficiary's employment goals and employment support needs.
- Work incentives counselors support a successful transition to work.

How it Helps?

- Going to work as a person with a disability is scary
- There are protections under many programs, called work incentives that help people begin their work without losing the supports on which they depend, including work incentives that protect health insurance.
- If beneficiaries can access the full range of work incentives, and know what to expect, work is more likely to build financial security, and they are more likely to stay employed.

Work Incentives Planning and Assistance (WIPA)

- Work Incentives Planning and Assistance (WIPA) is the program Social Security funds to provide benefits counseling nationally.
- Funding is short, and need is great, so we are happy to work with Employment Networks (EN) to build capacity.
- Community Work Incentives Coordinators (CWIC) provide direct work incentives counseling to beneficiaries under the WIPA program.
- We encourage EN-based community partners to attend training and achieve and retain certification as a Community Partner Work Incentives Counselor (CPWIC).

Virginia Commonwealth University (VCU) Work Incentives Training Requirements for Training

- Becoming a Community Partner Work Incentives Counselor (CPWIC) is challenging and requires a commitment of time, and a dedication to thoroughness and accuracy.
- To help people understand the program, and to learn a little of the language of benefits counseling, we offer a free course through our contractor, Virginia Commonwealth University (VCU).
- This course is an excellent overview and is a requirement for someone considering CPWIC training.
- Go to: <https://vcu-ntdc.org/training/introductory/introindex.cfm> to sign up.

Virginia Commonwealth University (VCU) Work Incentives Counseling Initial Training

- The initial training course was designed for 40 hours of face-to-face instruction.
- We have adapted the training to a Zoom platform due to COVID-19.
- The training is free to participants.
- When travel is involved, however, the participant assumes the cost of transportation and lodging.
- Once they have completed the Introductory Web Course, applicants may register on the www.vcu-ntdc.org website.

Getting into a Class

- Over 95% of participants rate VCU's initial training for WIPA CWICs and CPWICS highly.
- We often have more registrants than we can accommodate.
- We prioritize registrants who will provide services as CWICs under the WIPA program.
- The next highest priority of registrants are people who work for an Employment Network, since ENs also hold agreements with Social Security.
- Since we began to train EN participants as CPWICs, we have been able to accommodate all EN registrants.

Getting into a Class

- Once a participant has completed training:
 - He or she must successfully complete a series of assessments to demonstrate understanding of the material.
 - People who pass these tests receive provisional certification and begin to work with beneficiaries.
 - Participants achieve full certification after submitting three reports for beneficiaries they are serving.
 - Once fully certified, CWICs and CPWICs must complete continuing education to retain certification.

Upcoming Grant Competition

- This year, Social Security is seeking applications for organizations to respond to a grant solicitation
- Successful applicants will serve as the agency's WIPA providers, effective July 1, 2021
- You can find the application package and instructions on [grants.gov](https://www.grants.gov)

A group of five diverse people (three men and two women) are smiling and holding up large question marks of various colors (blue, purple, orange, grey). They are standing in a row against a plain background.

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

UPDATE

EN Updates and Reminders

Annual Performance Outcome Report (APOR)

- ENs must submit the APOR by **Friday, February 26**
 - Excluded: State Vocational Rehabilitation (VR) agencies, American Job Centers (AJCs) and ENs with 2020 or 2021 agreement award dates
 - EN Program Contact received an email with a unique link to the APOR
- 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.”

Security Awareness

- All ENs must submit the Security Awareness Training (SSA-222) form or Addendum by **Friday, February 26**, 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 SSA-222 form.
- For ENs run by a single person:
 - Submit Security Awareness Training form SSA-222.
 - The Addendum is not required.

Portal Access Employment Verification

- Portal users must verify their employment every 6 months to maintain Portal access.
- Users receive a notification approximately 2 weeks prior to their Portal account being locked.
- To verify employment, send an email to ENService@ssa.gov with the subject line “Employment Verification – Your DUNS Number.”
 - Option 1: Single user can send an email from a company email address stating they are still employed.
 - Option 2: EN can send one email listing all active employees with Portal access.

EN Updates and Reminders

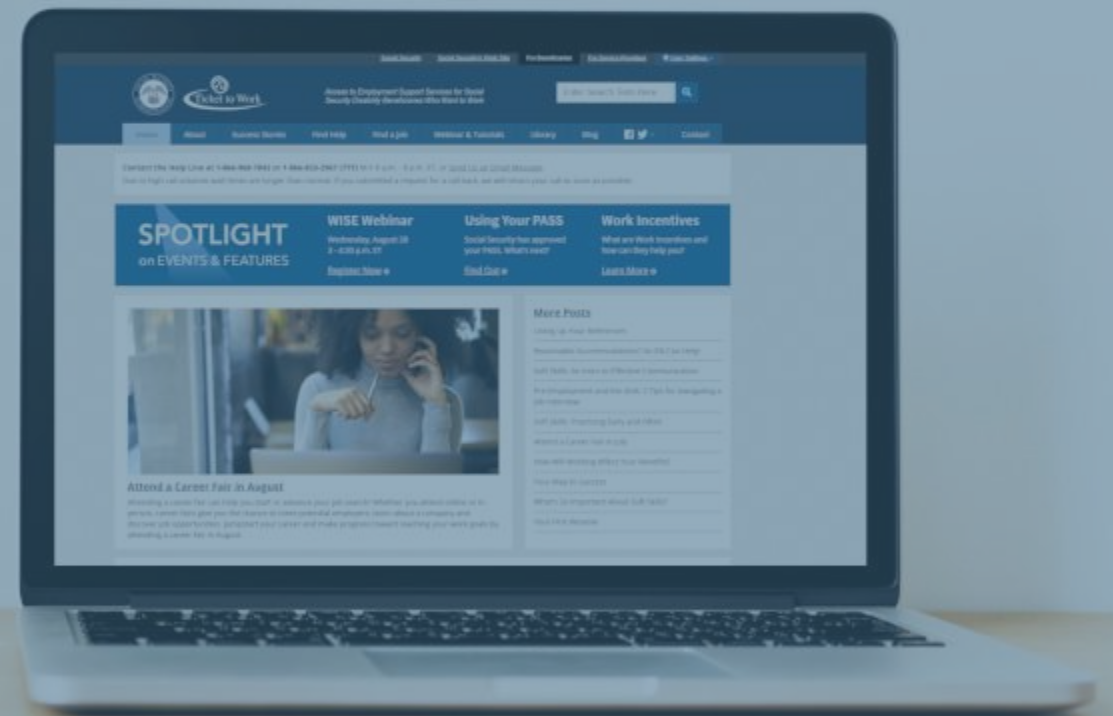
Additional Notes

▪ Report changes in EN operations

- ENs must inform Social Security of changes that prevent them from receiving and responding timely to requests. Examples:
 - Closure due to illness or life event
 - Reduced services due to COVID-19 restrictions
 - Retirement
- Report changes to ENService@ssa.gov

▪ Postal delays and *mySSA* accounts

- Due to the pandemic, nationwide delays are impacting timely receipt of *mySSA* account upgrade codes via U.S. mail.



Outreach Update

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>



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



TPM Outreach

Success Stories

- It's been 7 years since we met Rob. Once a Social Security disability beneficiary, he's now employed full-time and financially independent.
- Twenty years after a life-threatening illness, Rob is back on his feet and working toward a legacy his family can enjoy for generations.
- choosework.ssa.gov/library/rob-success-story



TPM Outreach Fact Sheets

- Ticket to Work fact sheets provide useful information about the program and other Work Incentives.
- **Medicaid and Medicare Employment Supports**
 - New fact sheet offers information about how income from a job will affect Medicare or Medicaid.
 - <https://choosework.ssa.gov/library/fact-sheet-medicare-and-medicaid-employment-supports>
- **Trial Work Period**
 - Fact sheet is updated to include 2021 information
 - <https://choosework.ssa.gov/library/fact-sheet-medicare-and-medicaid-employment-supports>



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.



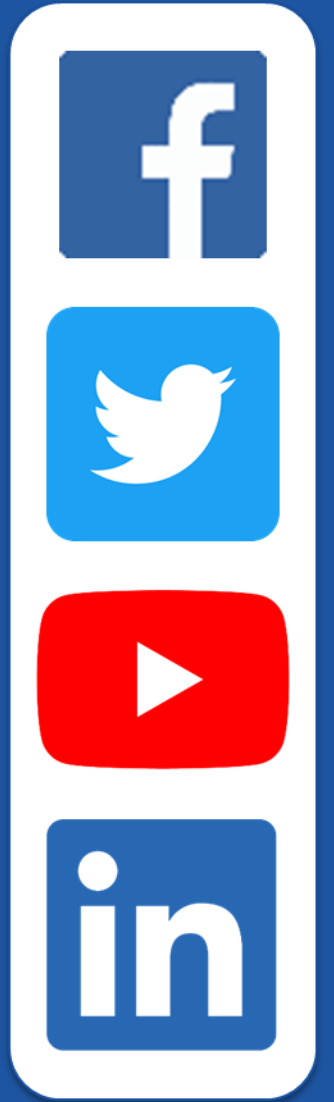
Next WISE Webinar

- Topic: Expanding Your Job Search with Ticket to Work
- Date: Wednesday, February 24, 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>



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 - https://public.govdelivery.com/accounts/USSSA/subscribe_r/new?qsp=USSSA_6



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