



TICKET
to **Work**

Quarterly All Employment Network (EN) Call

**There will be audio silence until the call
starts at 1 p.m. ET**

Date: September 20, 2022



Logistics

- Please remain muted at all times during the call, unless called upon by the Facilitator.
- Please feel free to ask a question in the MS Teams chat section, which will be monitored by SSA and TPM, or if you wish to ask your question aloud:
 1. Raise your hand and your mic will be unmuted by the Facilitator
- If joining via phone and you wish to ask a question you must:
 1. Raise your hand utilizing *5 and you will be unmuted by the Facilitator
 2. Then press *6 to unmute yourself.
- If joining via MS Teams and you wish to ask a question aloud:
 1. Raise your hand and please limit questions to one per participant. Additional questions or comments can be sent to: ENOperations@yourtickettowork.ssa.gov.
 - Those questions not answered during the live event will be forwarded to the appropriate panelists for comment.
- Closed Captioning is available for participants who join using the MS Teams Application or utilizing the separate Closed Captions link provided. To turn on Closed Captions in Teams, go to the three ellipses at the top of the MS Teams window and click on “More Actions” and go down the list to “Turn on live captions.” When using the link option, paste the link in the browser and it will open up a separate window to view Closed Captions.

“Thank You” in advance for your participation!

Call Agenda

1. Social Security Updates – **Robert Pfaff**
2. Federal Communications Commission Presentation – **Chantal Virgile**
3. EN Updates and Reminders – **Cara Caplan**
4. DirectEmployers Association Presentation – **Shannon Offord**
5. EN – Advance to Work Presentation – **Linda Patino**
6. Communications and Outreach Updates – **Jayne Pendergraft**
7. Questions

Social Security Updates

Robert Pfaff

Director, Office of Employment Support (OES)

Social Security Administration

Social Security Updates

▪ Welcome to New ENs

- Boone Center Incorporated – MD
- Rocket Science HR LLC – GA
- DK Employment Services – KS
- Pueblo Diversified Industries – CO
- BNAFSH Inc. – VA

Affordable Connectivity Program (ACP)

Chantal Virgile

Consumer Educational Specialist Outreach Specialist

Federal Communications Commission (FCC)

FCC Affordable Connectivity Program (ACP)

- What are the benefits?
- Who is eligible?
- How can households apply?



What are the benefits?

The Affordable Connectivity Program is a Federal Communications Commission (FCC) Program that provides a discount on monthly broadband bills for qualifying low-income households. Eligible households can receive:

- Up to \$30/month discount for broadband service and associated equipment rentals;
- Up to \$75/month discount for households on Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop, or tablet purchased through a participating provider. Participating consumers pay a \$10 to \$50 co-pay.



Who is eligible?

A Household is Eligible if:

- Household income is at or below 200% of the Federal Poverty Guidelines, or
- If a member of the household meets at least one of the criteria below:
 - Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline;
 - Participates in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, or Food Distribution Program on Indian Reservations;
 - Participates in the National School Lunch Program or the School Breakfast Program (Including the Community Eligibility Provision);
 - Received a Pell Grant in the current award year;
 - Receives Veterans Pension and Survivors Benefit; or
 - Meets the eligibility criteria for a participating provider's existing low-income program.



How can households apply?

Two Steps to Enroll:

1. Go to www.AffordableConnectivity.gov to apply, or print out a mail-in application; and
 2. Contact your preferred participating provider to select a plan and have the discount applied to your bill.
- Some providers may have an alternative application that they will ask you to complete.
 - Eligible households must:
 - Apply for the program, and
 - Contact a participating provider to select a service plan



FCC Affordable Connectivity Program (ACP)

Become an Outreach Partner

The FCC is mobilizing people and organizations to help share important consumer information about the new Affordable Connectivity Program.

- **Request A Speaker:** Send a speaker request to ACPspeakers@fcc.gov.
 - Types of ACP presentations include:
 - General Overview: Introduction about the ACP
 - Train-the-Trainer: Tips for navigating the ACP Application
 - Meeting discussions to support ACP Enrollment Event
- **Become A Partner:** Send an email to outreach@fcc.gov.



ACP Outreach Toolkit

For downloadable and printable ACP Toolkit materials, visit: www.fcc.gov/acp-consumer-outreach-toolkit.

Social

- Logos
- Social Media Images
- Draft Posts
- Newsletter Insert
- Draft Press Release

Printables

- Fact Sheet
- Flyer
- 9" x 5" Info Card
- ¼ Page Handout
- Poster/Infographi
c

Videos and PSAs

- ASL Video
- Overview Video
- Audio PSAs



Affordable Connectivity Program
Helping Households Connect

The Affordable Connectivity Program was created by the FCC to help households struggling to pay for internet service. As part of that effort, the FCC is mobilizing people and organizations to help raise awareness about the ACP. The materials below are available for public use, and you can download and customize them to meet your needs. Eligible households can enroll in the ACP through an approved provider or by visiting AffordableConnectivity.gov.

To learn more about the program or to become a partner visit www.fcc.gov/acp.

If you have questions about any of the materials below please contact ACPinfo@fcc.gov.

Consumer Awareness Content

- **Infographic:** 10 Ways to Spread the Word (8.33" x 20.83" PNG)
- **Infographic:** 10 Ways to Spread the Word (8.33" x 20.83" PDF)
- **Fact Sheet:** 10 Tips for Outreach Partners (8 1/2" x 11" Word)
- **Fact Sheet:** 10 Tips for Outreach Partners (8 1/2" x 11" PDF)
- **Fact Sheet:** (8 1/2" x 11" Word) - English | Spanish
- **Fact Sheet:** (8 1/2" x 11" PDF) - English | Spanish
- **Flyer I:** (8 1/2" x 11" PDF) - English | Spanish
- **Flyer I:** (8 1/2" x 11" PNG) - English | Spanish
- **Flyer II:** (8 1/2" x 11" PDF) - English | Spanish
- **Flyer II:** (8 1/2" x 11" PNG) - English | Spanish
- **Consumer Handout:** (9" x 5" PDF) - English | Spanish
- **Consumer Handout:** (4" x 4" PDF) - English | Spanish
- **Audio PSA:** (MP3) - English | Spanish
- **Audio PSA:** (Word) - English | Spanish
- **Overview Videos:** - English | Spanish | ASL
- **Newsletter Blurb:** (Word) - English | Spanish
- **Press Release:** - Word
- **Social Media Posts:** (Word) - English | Spanish

For Households on Qualifying Tribal Lands

- **Flyer:** (8 1/2" x 11") - PDF | PNG
- **Tribal Benefit PSA:** - MP3 | Script in Word
- **Consumer Handout:** (9" x 5" PDF) - Tribal

Additional Languages

Consumer handouts and the fact sheet are also available in Arabic, Chinese-Traditional, Chinese-Simplified, French, Haitian-Creole, Korean, Portuguese, Russian, Spanish, Tagalog, and Vietnamese.

Web Resources

- **Consumer FAQ:** - Questions and answers on eligibility, how to apply, participating service providers, connected device benefits, Tribal benefits, and more.
- **Participating Providers Look Up Tool:** - Find internet service providers offering the Affordable Connectivity Program discount in your state or territory.
- **Affordable Connectivity Program Consumer Information**
- **AffordableConnectivity.gov:** - The website where consumers will be able to enroll.
- **Submit an ACP Complaint:** - File an informal consumer complaint against your provider involving the ACP.

For Governmental Partners

New content added May 9, 2022

These outreach materials were created for use by agencies and administrators of programs providing benefits that automatically qualify the recipients for ACP.

- **Poster:** (8 1/2" x 11" PDF) - English | Spanish | Tribal
- **Poster II:** (8 1/2" x 11" PDF) - English | Spanish | Tribal
- **Website Badges**
- A letter inviting pre-qualified applicants to participate in ACP
- Sample outbound call and text scripts
- AffordableConnectivity.gov Toolkit



Social Media

A wide variety of social media content is available to download and share on Twitter, Facebook, and Instagram. Browse additional social media images to download.



- **Twitter & Facebook PNG:** (1200x675px @72ppi)
- **Download More Social Media Posts:** (Word) - English | Spanish

Request a Speaker

FCC consumer experts are available to explain the Affordable Connectivity Program at your event.

[FCC Speaker Request](#)

ACP Outreach Toolkit

- For downloadable and printable ACP Toolkit materials, visit: www.fcc.gov/acp-consumer-outreach-toolkit.
- Outreach organizations can request copies of ACP toolkit material to be shipped to desired location, at no cost.
- To submit a print request, email Chantal.Virgile@fcc.gov with the following information:
 - Description of the Outreach Document
 - # of copies (in which languages)
 - Shipping Address

The FCC will make best efforts to honor each print request; however, due to paper shortages and other unforeseen circumstances, fulfillment of each print request is not guaranteed.



AFFORDABLE CONNECTIVITY PROGRAM

WHAT IS IT?

The Affordable Connectivity Program is an FCC program that helps connect families and households struggling to afford internet service.

The benefit provides:

- Up to \$30/month discount for internet service;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

WHO IS ELIGIBLE?

A household is eligible if one member of the household meets at least one of the criteria below:

- Has an income that is at or below 200% of the Federal Poverty Guide lines;
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline;
- Participates in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, or Food Distribution Program on Indian Reservations;
- Is approved to receive benefits under the free and reduced-price school lunch program or the school break fast program, including through the USDA Community Eligibility Provision;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating broadband provider's existing low-income program.

TWO STEPS TO ENROLL

1

Go to AffordableConnectivity.gov to submit an application or print out a mail-in

2

Contact your preferred participating provider to select an eligible plan and have the discount applied to your bill.

Some providers may have an alternative application that they will ask you to complete.

Eligible households must both apply for the program and contact a participating provider to select a service plan.

LEARN MORE

📞 Call 877-384-2575, or
🌐 Visit fcc.gov/acp

FCC

FCC Affordable Connectivity Program

Resources

- **FCC's ACP Consumer Hub:** www.fcc.gov/ACP
- **Help Line:** Call the ACP Support Center at (877) 384-2575 or send an email to ACPSupport@usac.org
- **Consumer FAQ:** <https://www.fcc.gov/affordable-connectivity-program-consumer-faq>
- **Toolkit:** <https://www.fcc.gov/acp-consumer-outreach-toolkit>
- **Accessibility:** FCC504@fcc.gov
- **To apply:** www.AffordableConnectivity.gov
- **Contact:** ACPinfo@fcc.gov
- **Complaints:** www.consumercomplaints.fcc.gov



Questions?



TICKET
to **Work**

Asking Questions

Over the Phone:

- Raise your hand by dialing *5 and you will be unmuted by the Facilitator
 - Then press *6 to unmute yourself

MS Teams:

- Enter your question into the chat, or
- Raise your hand and your mic will be unmuted by the Facilitator

Please state your name, EN name and ask your question.

EN Updates and Reminders

Cara Caplan

Branch Chief, Office of Employment Support

Social Security Administration

EN Updates and Reminders

- Sharing Ticket Portal access is prohibited
- Change to EN training curriculum for Ticketholder Contacts
- TPA Change Form requirement
- Communication to all Ticket Program inboxes
- Latest GovDelivery Messages
- IWP Signature

DirectEmployers Association

Shannon Offord

Vice President, Strategic Partnerships and Alliances

DirectEmployers Association

Advance to Work

Linda Patino

Program Administrator, CPWIC

Advanced to Work

EN/Direct Employer Partnership Concerns

- Is this too good to be true?
- Is there a cost?
- Is there a contract?
- Will I risk my Ticketholder's PII (Personally Identifiable Information)?
- I already send job leads to my Ticketholders, so why do I need this?
- As a National EN, how will this benefit us and our Ticketholders?



EN/Direct Employer Partnership Benefits

- There is **no cost** and **no contract**.
- **No PII risk** since EN receives job leads or uses website to search jobs.
- Receive daily job leads to your email for target areas **saving staff time** with job search and allowing them to spend more time helping the Ticketholder with other issues.
- **National EN benefits:** Access to Direct Employers' website. Search jobs for Ticketholders by city, state, distance, and job titles including remote jobs.
- Marketing to Ticketholders that you have **access to millions of jobs** will help increase Ticket assignments and Ticketholder satisfaction as they receive and apply for these jobs.

Ticketholder Benefits

- Receive more quality jobs leads, which in turn, will build the trust and relationship between Ticketholder and EN.
- No ads, junk or spam issues to deal with.
- If interested in the job, click “Apply” and follow directions.
- More opportunities for success.

Overall Benefits to EN and Ticketholders

- Marketing for EN:
 - Access to millions of quality jobs daily
- EN Staff time:
 - Less time searching for jobs and more time helping Ticketholders
 - Receive leads daily from Direct Employers for target areas
 - Helps build relationship with Ticketholder and meets monthly contact
- Ticketholder satisfaction
 - Receives a constant flow of quality job opportunities
 - Builds their confidence that the EN can help them find work
 - Success Stories



Success Story, Part 1

■ Ticketholder – Steps to his Dream job

- 26-year-old young adult on SSI since youth.
- In and out of trouble throughout his life due to his disability, living in the Los Angeles/Orange County area with no support system.
- Looking for his dream job as Audio/Visual Technician however keeping options open for other employment until he finds an open door in the industry.
- He had the passion, some volunteer experience, and was taking classes at a local community college to improve his chances of gaining employment as an AV Tech.
- He enrolled in Ticket to Work Program in March 2022.
- We helped with developing a resume based on his volunteer experience and current education.
- We found a part time position for AV Technician in his area using the leads from Direct Employer during March and emailed to him for review.

*Living
The
Dream*

Success Story, Part 2

- He applied and was scheduled an interview on March 24. They scheduled him for a second interview at a site closer to where he lives on April 7. He was told they have not opened their door to anyone for 4 years. However, they wanted to give him a chance since he had such passion for this industry. He was offered the position as a full time AV Tech instead of part time. He completed the background check and was waiting his start date.
- He was so happy to start his dream job on May 2. We helped with some clothing and gas so he could make it to work. We communicate regularly. He tells me that he knows this was a once in a lifetime opportunity. He loves everything he is learning and doing. His employer is guiding him with his continuing education so he can succeed in the industry. He is working at Downtown Los Angeles Disney Convention Way where he covers several hotel convention events, doing what he loves, meeting people in the industry, and living the dream as a result of this partnership.

Program Contact

Linda Patino
Program Administrator, CPWIC
866-570-9201
Lpatino@advancetowork.com
www.advancetowork.com



Ticket to Work Program Outreach

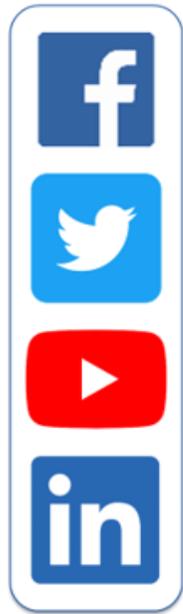
Jayne Pendergraft

Director, Communications and Outreach

Social Security Administration's Ticket to Work Program

Ticket to Work Program Outreach

- The Ticket Program Outreach Team works diligently to promote the Ticket to Work Program to eligible beneficiaries.



Ticket to Work Success Stories



WISE Webinars

- WISE webinars are online events designed to explain the Ticket Program and Work Incentives through accessible learning opportunities.
 - Held on the fourth Wednesday of each month.
 - Average monthly attendance ranges from 400-600, depending on topic.
 - Next WISE topic is “[Receiving Social Security Disability Benefits While You Work: What You Need to Know](#)” on September 28.
 - TPM sends sample social media posts for ENs to share every month via GovDelivery.



Upcoming Webinars

- **October 26: How Will Work Affect My Medicaid or Medicare?**
 - This is a new title for the presentation that focuses on the myths and facts surrounding work and Medicare and Medicaid. It will also provide an introduction to the Ticket Program and other Work Incentives.
- **November 16: Working from Home with Ticket to Work**
 - This webinar discusses options for working from home as a Ticketholder and tips on how to succeed when working from home.
- **December 21: Setting Goals with Ticket to Work**
 - As people begin to think about setting goals in the new year, we'll get them thinking about work. This webinar will discuss SMART goals as they relate to the Ticket Program and the job search.

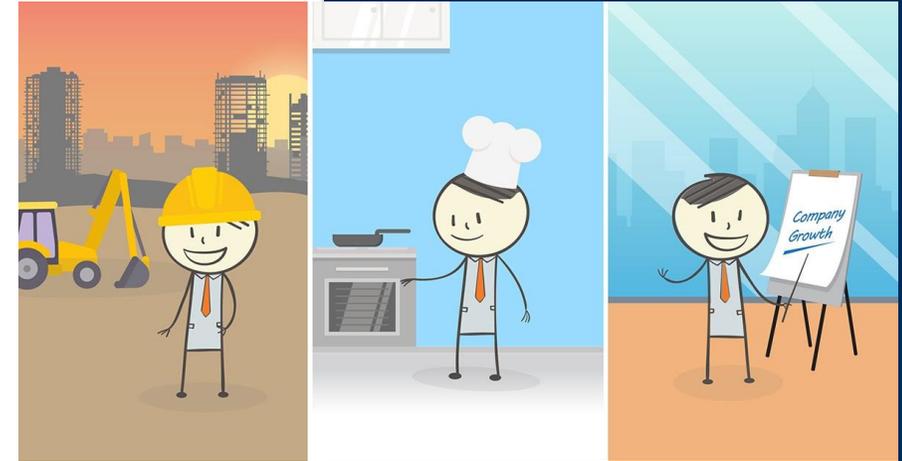


Choose Work Social Media

- TPM schedules daily social media posts (Facebook and Twitter) to promote and highlight:
 - Blog posts
 - Ticket Program resources and fact sheets
 - Work Incentive Seminar Event (WISE) webinars
 - Success stories
 - Important Social Security updates
 - Relevant information from other federal agencies

Fact Sheets

- Ticket to Work fact sheets provide information about the Program and other Work Incentives.
- This month, we encourage you to share [What is Social Security's Ticket to Work Program?](#) with Ticketholders interested in learning more about the program.



Success Stories

- **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.



Shirley's Story

- It took several years and a combination of strategies and treatments for Shirley to manage her narcolepsy and depression. Once she did, though, she knew she wanted to return to work, and Ticket to Work helped her reach her goals.
- A Benefits Counselor from America Works helped Shirley find answers to questions about how work would affect her benefits so she could focus on finding a job.



Shirley's Success Story

How Can You Share Success Stories?

- Promote success stories on social media.
- Become familiar with the stories and if you have a Ticketholder with a similar background, share with them.
- [Success Stories](#) are available online.
- For sample social media posts, contact socialmedia@choosework.ssa.gov.



Stay in Touch

- Like us on [Facebook](#)
- Follow us on [Twitter](#)
- Watch Ticket to Work Videos on [YouTube](#)
- Subscribe to [GovDelivery](#) updates
- Subscribe to [Choose Work! Blog](#) updates
- Email socialmedia@choosework.ssa.gov



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MS Teams:

- Enter your question into the chat, or
- Raise your hand and your mic will be unmuted by the Facilitator

Please state your name, EN name and ask your question.

Next Quarterly All EN Call

- Next call will be in January 2023, date to be determined.
- Send topics for All EN Calls to:
ENOperations@yourtickettowork.ssa.gov