

## Introductions and Social Security Updates

### Rob Pfaff (SSA)

Robert Pfaff welcomed everyone to the call and provided the following updates:

### Employment Summit

The summary report is very close to being done. It is with the SSA Deputy Commissioner right now, who is reviewing the document and associated summary information. We anticipate releasing that document shortly. It will go out through our communications channels. Social Security anticipates having it out before the end of the month and will let the Ticket to Work Program stakeholders know when the document is released to the public.

### Abilities to Careers Technical Virtual (ACT-V) Academy

Mike Corso from Disabled Person Inc. provided an update on the ACT-V Academy. As of May 18, 117 EN candidates were enrolled into the Academy. Of the 117, 36% of the students completed at least one course, 48% are in-progress and 16% haven't started the courses yet. If you would still like to participate you have until August 31, 2022, to enroll candidates into the pilot program. There's still time for a student to come in and complete the online instructor-led, virtual technology training classes for various Microsoft software products and CompTia certifications. For more information about ACT-V Academy, contact Mike Corso at [Mike@disABLEDperson.com](mailto:Mike@disABLEDperson.com), or call at 760-420-1269.

### Talent Acquisition Portal (TAP)

Mike Corso also provided an update on TAP. The online platform connects a national talent pool of job seekers served by service providers and other disability employment agencies with a job posting system for businesses that want to hire individuals with disabilities. As of May 18, there are 17,113 beneficiaries in the portal. 67 people have applied for positions since the beginning of May 2022. Currently, there are 400,000 jobs streaming on TAP. Please contact Mike Corso at [TapPortal@Cognosante.com](mailto:TapPortal@Cognosante.com) to request TAP access or to answer any questions.

## EN Updates and Reminders

### Cara Caplan (SSA)

### Unique Entity Identifier (UEI) Transition Reminder

On April 4, 2022, the Federal Government moved from using the Data Universal Numbering System (DUNS) number to the Unique Entity Identifier (UEI) for payment purposes. This happened automatically for existing ENs and no action is required. Social Security's Office of Employment Support moved from using the label DUNS to the Provider Identification Number PID as a reference number for ENs. If anybody needs further clarification on that, you can contact [ENService@ssa.gov](mailto:ENService@ssa.gov) for help.

### Service Provider Foundations Training Requirements

- Service Provider Foundations training provides the information Employment Networks (EN) need to perform the duties and responsibilities required under the Ticket Program Agreement (TPA).
- New ENs and new key personnel are required to complete start-up within 60 days following TPA award or designation of new key personnel.
  - Failure to comply with the training requirement may result in sanctions and/or TPA termination.
  - A one-time notification indicating how much time is remaining to complete training will go out to the learners, Signatory Authority and Program Contact if the learners are non-responsive to the notifications from their EN Development Account Manager.
- Portal access is restricted to view only access until all training is completed
  - All EN staff currently enrolled in training have been informed.

### Services and Supports Reviews

- **Reminder emails** – Will be sent prior to review. Check GSO access to ensure there are no issues prior to the review.
- **Request for SSNs** – The official request and notification will be sent from the GSO system 5 days prior to the end of the month, preceding the review month
  - EXAMPLE: Request sent 4/25/2022; Review month May 2022
- **Due Dates** – 10 business days to respond to the request
- **Extension Requests** – EN should provide a timeframe for the extension they're requesting. The EN must respond by due date and there are extension exceptions
- **IWP** – Use SMART goals. ENs must follow the SMART goal setting process when creating short-term and long-term goals
- **GSO Accounts**
  - All ENs should have at least 1 GSO user and make Program Integrity aware of the departure of users that have access
  - Maintaining GSO account – Users must log in every 60 days to maintain access

### Communication with EN Service

- Include your EN name, PID and state abbreviation in the subject line of all emails to EN Service to allow quicker distribution and processing of your inquiries and request.

### Medical/Work Continuing Disability Reviews (CDR)

#### Mariely Lopez (SSA)

Mariely Lopez, a Social Insurance Specialist from Social Security, provided an overview of the differences between the medical and work continuing disability reviews.



**Continuing Disability Review (CDR)**

- Medical reviews are performed periodically based on medical diaries.
- Beneficiary's disabling condition has not medically improved.
- Notice "we are starting a disability review."
- Medical CDR protections
- Participating in the Ticket to Work Program – no medical CDR.
- Received benefits for 24 months – medical CDR will not start if the beneficiary is working (regular scheduled medical CDR will continue, unless participating in Ticket).

**Work Continuing Disability Review (CDR)**

- SSDI beneficiaries
  - Substantial gainful activity (SGA) determination
- Work activity initiates work CDR
  - Beneficiary reporting, IRS earnings, or other earnings data sources
- Depending on the amount/type of work activity (self-employment)
  - Requests to complete SSA-821/SSA-820
  - Complete forms online:
    - [Form SSA-821 – Work Activity Report: Employee](#), or
    - [Form SSA-820 – Work Activity Report: Self-Employment](#)
- Evaluate for any Work Incentives
  - Impairment-related work expenses (IRWE), Trial Work Period (TWP), Subsidy/special conditions, Extended Period of Eligibility (EPE)
- SGA decision
  - Due Process Notice – provides beneficiary an opportunity to correct any information
  - Final notice – appeal rights on the SGA decision
  - Overpayment notice – appeal/waiver rights on overpayments
  - Expedited Reinstatement/Initial disability claim
- Continuance decision/No SGA
  - Provides information on the decision

**American Dream Employment Network (ADEN) Annual Report Overview****Mary Lynn ReVoir (EN)**

Mary Lynn ReVoir, Co-founder and Co-director from American Dream Employment Network (ADEN), shared an idea to create an annual report that ENs can use for the following:

- Marketing to beneficiaries and other stakeholders
- Identify strengths to help establish future business goals
- Time-saving document to distribute to a variety of readers
  - Favored by funders or required by accrediting bodies
- May contain same data each year to show trends or history

- May contain new data or information to reflect current or unique situation

For more information about how to develop an annual report for your EN, contact Mary Lynn ReVoir at [mlrevoir@ndi-inc.org](mailto:mlrevoir@ndi-inc.org) or call 202-785-2373.

### **National Disability Rights Network (NDRN) Updates**

#### **Cheryl Bates-Harris (NDRN)**

Cheryl Bates- Harris, Senior Disability Advocacy Specialist from the National Disability Rights Network (NDRN), provided an overview of NDRN.

NDRN is the membership organization of the nationwide Protection and Advocacy Programs. Protection and Advocacy is a network of legal-based advocates and attorneys that receives federal funding. Most of them are nonprofit organizations that provide services to people with disabilities so that they are exempt from abuse and neglect and discrimination based on disability. NDRN provides training and technical assistance to the individual Protection and Advocacy agencies and one of the programs that is funded by Social Security, the Protection and Advocacy for Beneficiaries of Social Security (PABSS). PABSS helps beneficiaries remove barriers to employment so that they can go back to work. Protection and Advocacy is available in every state and territory across the country, all 50 states. There is also a Native American Protection and Advocacy agency that serves the Four Corners region of the country on the large Native American reservation areas.

Protection and Advocacy offers a continuum of remedies, including:

- Information and referrals
- Outreach
- Training
- Counsel and advice
- Negotiation and mediation
- Administrative proceedings
- Individual litigation
- Monitoring
- Systemic Litigation
- Public Policy
- Legislative Advocacy

## Communications and Outreach Updates

Derek Shields (TPM)

### Affordable Connectivity Program (ACP)

- **What is the Affordable Connectivity Program?**
  - The ACP is a Federal Communications Commission (FCC) benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more.
  - The benefit provides a **discount of up to \$30 per month** toward internet service for eligible households and **up to \$75 per month for households on qualifying Tribal lands**.
  - Eligible households can also receive a **one-time discount of up to \$100** to purchase a laptop, desktop computer, or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price.
  - The ACP is limited to one monthly service discount and one device discount per household.
- **Who is Eligible for the ACP?**
  - A household with an income 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 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 through the USDA Community Eligibility Provision;
    - Received a Federal Pell Grant during the current award year; or
    - Meets the eligibility criteria for a participating provider's existing low-income internet program.

For more information about ACP, go to [www.fcc.gov/acp](http://www.fcc.gov/acp)

### Ticket to Work Program Outreach

- **Work Incentive Seminar Events (WISE)**
  - 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.
  - Next WISE topic is “Expanding Your Job Search with Ticket to Work” on May 25
  - Upcoming Webinars
    - June 22: Ticket to Work for People with Mental Illness
    - July 27: Reasonable Accommodations and Ticket to Work



- August 24: Think Outside the Office
- **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, and relevant information from other Federal Agencies.
- **Fact Sheets**
  - Provide information about the Program and other Work Incentives. In the month of May, we encourage ENs to share information about [Section 503 of the Rehabilitation Act](#) with Ticketholders interested in working for a federal contractor. In June, we encourage you to share [Benefits Counseling and the Path to Employment](#) to help answer Ticketholders' questions about how work will affect their benefits.
- **Success Stories**
  - Success Stories feature individuals who have achieved financial independence with the help of the Ticket Program.
  - Promote Success stories on social media and become familiar with the stories and if you have a Ticketholder with a similar background, share with them.
    - For sample social media posts, contact [socialmedia@choosework.ssa.gov](mailto:socialmedia@choosework.ssa.gov).
  - To align with our mental health theme in June, we encourage you to share:
    - [Cherie's Success Story](#)
    - [Lisa's Success Story](#)
    - [Shirley's Success Story](#)
  - 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.
- **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](mailto:socialmedia@choosework.ssa.gov)

### Questions/Answers

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

### Next Call

The next Quarterly All EN Call is scheduled for Tuesday, August 23, 2022, at 1 p.m. ET. Send topics for All EN Calls to: [ENOperations@yourtickettowork.ssa.gov](mailto:ENOperations@yourtickettowork.ssa.gov)

