



# **TICKET** *to* **Work**

## **Quarterly All Employment Network (EN) Call**

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

Date: May 24, 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.
- If joining via phone and you wish to ask a question, raise your hand utilizing \*5 and you will be unmuted by the Facilitator; then press \*6 to unmute yourself.
- Please limit questions to one per participant. Additional questions or comments can be sent to: [ENOperations@yourtickettowork.ssa.gov](mailto: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. EN Updates and Reminders – **Cara Caplan**
3. Medical/Work Continuing Disability Reviews (CDR) – **Mariely Lopez**
4. American Dream Employment Network (ADEN): Annual Report Overview – **Mary Lynn ReVoir**
5. National Disability Rights Network Updates – **Cheryl Bates-Harris**
6. Communications and Outreach Updates – **Derek Shields**
7. Questions



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# Social Security Updates

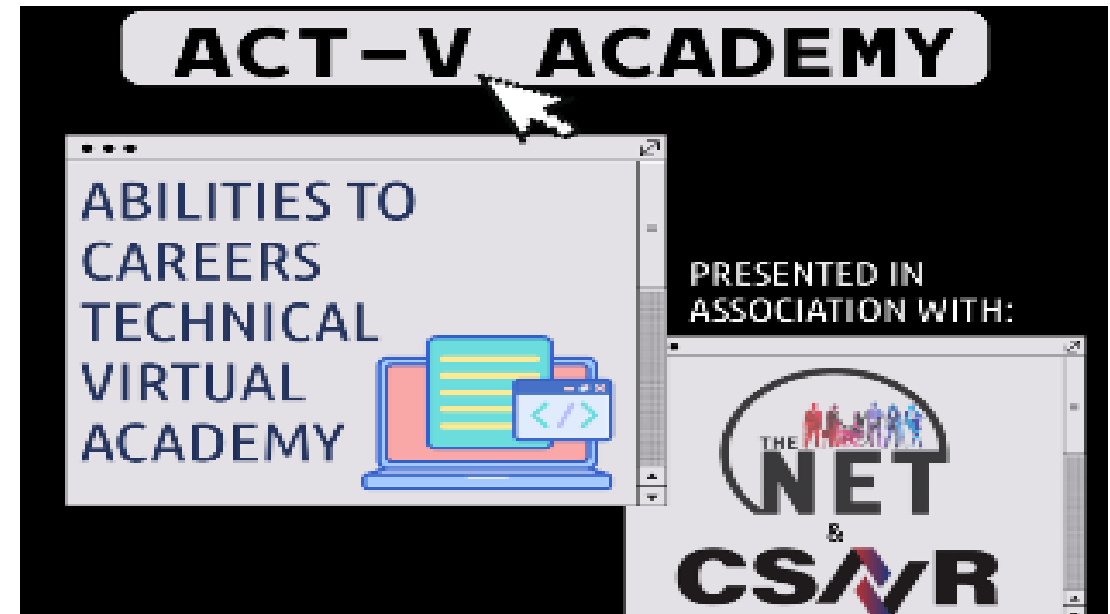
Robert Pfaff

## Social Security Updates – Part 2

- Employment Summit Report – **Robert Pfaff**
- Abilities to Careers Technical Virtual (ACT-V) Academy – **Mike Corso**

## ACT-V Academy

- In partnership with CSAVR, The National Employment Team (The NET), and Cielo RPO
- Allows persons with disabilities to enter the IT Workforce with stackable credentials
- Offering 150 EN beneficiaries free access through 8/31/22
- For more information, contact Mike Corso:
  - **Email:**  
[Mike@disABLEDperson.com](mailto:Mike@disABLEDperson.com)
  - **Phone:** 760-420-1269





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# EN Updates and Reminders

Cara Caplan

## EN Updates and Reminders – Part 2

- Unique Entity Identifier (UEI) Transition Update
- EN Training Requirements
- Services and Supports Reviews
- Communication to EN Service





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# Continuing Disability Review Medical vs. Work

Mariely Lopez

## Medical 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

- 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](#)

## Work Continuing Disability Review

- 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



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# American Dream Employment Network (ADEN) Annual Report Overview

Mary Lynn ReVoir



# ADEN ANNUAL REPORT

- What is an Annual Report?
  - Brief document reviewing outcomes or performance of the year's business activity.
- Benefits of writing an Annual Report
  - Used for marketing our Employment Network to beneficiaries and other stakeholders.
  - Identifies strengths and helps establish future business goals.
  - Time-saving document that can be distributed to a variety of readers and favored by funders or required by accrediting bodies.
  - Identifies information you want to share.
  - May contain same data each year to show trends or history and/or may contain new data or information to reflect current or unique situation.
  - Need a data collection tool (ADEN has a secured portal containing all business data).
- What data you need to track, how often to collect and when to collect.



# ADEN Annual Report Overview

- **Steps throughout the year**
  - Data is collected quarterly with a final pull at the end of year; then the information is converted into a report annually in January.
  - Distributed in February to stakeholders (presented to board of directors, posted to website for public, e.g. ,Ticketholders), sent to employer partners and to SSA.
- **Content of ADEN Annual Report**
  - Measure of success related to our mission statement
    - *“Individuals with disabilities are on a path out of poverty through employment.”*
    - *“Beneficiaries who leave the SSA disability rolls, due to employment, create a savings to the SSA Trust fund and contribute to the federal tax base.”*
    - *“ADEN’s core services exceed industry standards and are effective.”*



## ADEN Annual Report Overview – Part 2

- Beneficiary Profile data (age, type of disability benefit, educational background)
- Employment Outcomes (top industries, average length of time from assignment to placement)
- Productivity (most common services provided by ADEN to Ticketholders)
- Service Provider Profile (description of ADEN affiliates)

### American Dream Employment Network

Administrative Employment Network began in 2015

[www.AmericanDreamEN.org](http://www.AmericanDreamEN.org)

Co-founders and Co-directors: Kevin Nickerson and Mary Lynn ReVoir

Contact information: [mlrevoir@ndi-inc.org](mailto:mlrevoir@ndi-inc.org) Phone: 202-785-2373







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# National Disability Rights Network (NDRN) Updates

Cheryl Bates-Harris



## What is PABSS and How Can They Help?

- Protection and Advocacy for Beneficiaries of Social Security
- Funding is designated to the P&A system in every state and territory.
- Legal-based organizations to protect individuals with disabilities from abuse, neglect and discrimination based on disability.
- Cross disability advocacy organization
- Largest enforcer of disability and civil rights outside the federal government.



## Continuum of Remedies

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



## Examples of PABSS work

- Addressing discrimination in the application, hiring and employment phases of employment.
- Assuring access to the services and supports of provider agencies, including VR, American Job Centers, apprenticeships, and other workforce programs.
- Assisting with appeals issues when requested/needed.
- Assuring individuals get needed accommodations in education, employment and other work-based learning experiences.
- Addressing systemic issues that prevent individuals from work, including transportation, housing, and healthcare.





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# Affordable Connectivity Program

Derek Shields



## What is the Affordable Connectivity Program?

- The **Affordable Connectivity Program (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.

[www.fcc.gov/acp](http://www.fcc.gov/acp)

## Who is Eligible for the ACP?

A household is eligible for the Affordable Connectivity Program if the 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 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.

[www.fcc.gov/acp](http://www.fcc.gov/acp)

## How Can You Share?

- Familiarize yourselves with the program so you can inform eligible Ticketholders.
- Learn [10 Tips for Outreach Providers](#) so you can continue to share this in your community and visit the [ACP Consumer Outreach Toolkit](#), including a [newsletter blurb](#).



The Affordable Connectivity Program (ACP) connects everyone, everywhere, to new possibilities online.



## Sample Social Media Posts

- **Facebook:** The Affordable Connectivity Program provides eligible households with a discount on broadband service and connected devices. This program provides a discount of up to \$30 per month toward the internet for eligible households and up to \$75 per month for homes on qualifying Tribal lands. Find out if you're eligible for the program and how to apply. [FCC.gov/ACP](https://www.fcc.gov/ACP) #BroadbandForAll #FCCGov
- **Twitter:** The @FCC's Affordable Connectivity Program provides eligible households with a discount on #broadband service and connected devices. Learn if you qualify for the program and how to apply. [FCC.gov/ACP](https://www.fcc.gov/ACP) #BroadbandForAll #FCCGov

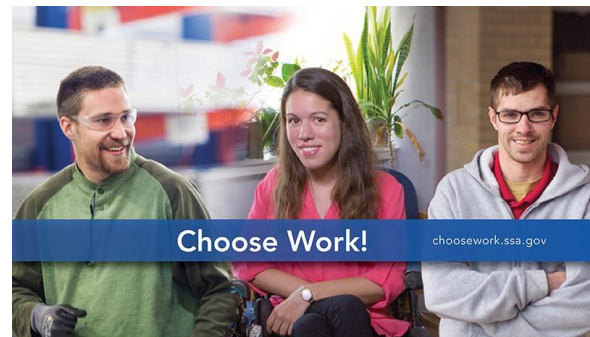
[www.fcc.gov/acp](https://www.fcc.gov/acp)



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# Ticket to Work Program Outreach

Derek Shields



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

## 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 “[Expanding Your Job Search with Ticket to Work](#)” on May 25.
  - TPM sends sample social media posts for ENs to share every month via GovDelivery.



## Upcoming Webinars

- **June 22: Ticket to Work for People with Mental Illness**
  - This webinar includes a general overview of the Ticket Program and content specific to people who have a mental illness, one of the largest audiences to receive disability benefits.
- **July 27: Reasonable Accommodations and Ticket to Work**
  - A guest presenter will discuss reasonable accommodations and how they can help people succeed at work.
- **August 24: Think Outside the Office**
  - Based on feedback from Facebook advertising and a popular blog series, this webinar will expand upon the topic of blue-collar employment.

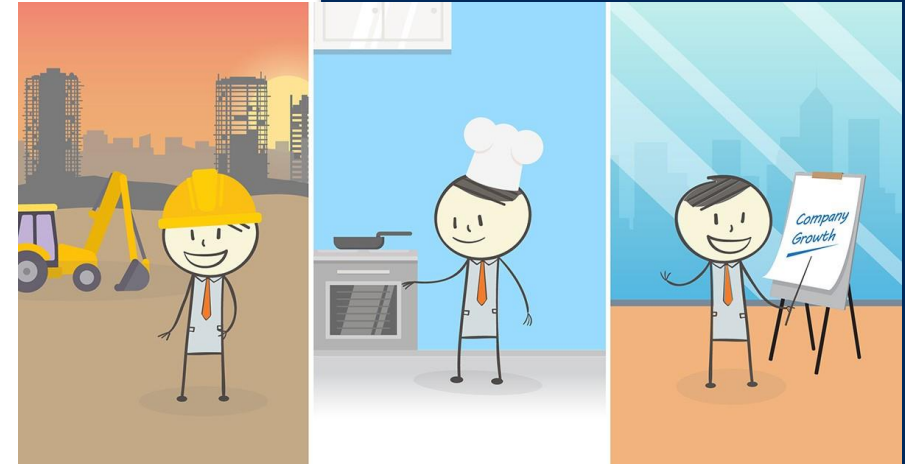


## Choose Work Social Media

- 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 **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.
- **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.
- 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](#)
  - For sample social media posts, contact [socialmedia@choosework.ssa.gov](mailto: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](mailto:socialmedia@choosework.ssa.gov)



Questions?



# 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

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

## Next Quarterly All EN Call

- Tuesday, August 23, 2022 @ 1 p.m. EDT
- Send topics for All EN Calls to:  
[ENOperations@yourtickettowork.ssa.gov](mailto:ENOperations@yourtickettowork.ssa.gov)