

All EN Call Recap

Introductions and Social Security Updates

Rob Pfaff (SSA)

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

Employment Summit

Social Security is currently reviewing the report draft and is working with Cognosante to put together a summary report, including the high-level takeaways and action items that were identified during the Summit. Social Security will let the Ticket to Work Program stakeholders know when the document is released to the public.

Leadership Change

Kilolo Kijakazi was named Acting Commissioner for SSA. She was previously the Deputy Commissioner for the Office of Disability and Retirement Policy and was elevated to the Acting Commissioner position last summer. Steven Evangelista, who was the Assistant Deputy Commissioner, was elevated into Kilolo's previous position as the Acting Deputy Commissioner. Dennis Foley is going to serve as the new Assistant Deputy Commissioner, under Steven Evangelista. Dennis comes from Social Security's Office of General Counsel, and he knows the Ticket Program very well.

New Opportunities

Interventional Cooperative Agreement Program (ICAP) is a cooperative agreement between the Social Security Administration and non-federal entities who have the interest and ability to identify and operate interventional research through cooperative agreements. The research program is tailored around return-to-work efforts. Here is a link to the Grant.Gov home page: [Home | GRANTS.GOV](#). Type **ICAP in the Search bar to review the grant announcement.**

Abilities to Careers Technical Virtual (ACT-V) Academy

Mike Corso from Disabled Person Incorporated provided information about the ACT-V Academy for beneficiaries who are interested. ACT-V Academy provides online instructor led virtual technology training classes for various Microsoft software products and CompTia certifications. This an opportunity for ENs to screen the clients they work with, to get them access to the free licenses to complete the training. For more information about ACT-V Academy, contact Mike Corso at Mike@disABLEDperson.com, or call at 760-420-1269.

Talent Acquisition Portal (TAP)

TAP is an online platform that 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. All ENs will have access to the TAP through the end of 2022. Please contact Mike Corso at TapPortal@Cognosante.com to request TAP access or to answer any questions.

Cognosante Introduction

Jocelyn Greenidge (TPM - Cognosante)

Jocelyn Greenidge introduced the Sr. EN Development and Training Manager, Derek Shields, who oversees and works with the EN team on all things training, communications, outreach and engagement. Derek will be an integral part of the process to standardize and maintain the current processes and planning in areas of improvements. Supporting Derek with all the strategic and tactical work that the EN Development team relies on for the day-to-day operations is EN Development Training Manager, Keitra Hill, who works directly with the Account Managers.

There are seven Account Managers to support you with technical assistance with the Bridge LMS learning system, EN training inquiries, training enrollment, marketing strategies and Partnership Plus collaboration. The Account Managers cover different regions. If you have any questions, you can reach out to the main message inbox at ENOperations@yourTickettoWork.ssa.gov.

EN Updates and Reminders

Cara Caplan (SSA)

Due Monday, February 28

The Annual Performance Outcome Report and Security Awareness Training Addendum

- 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 Training (SSA-222) form or Addendum must be submitted sent via email to SecurityAwarenessTraining222@yourtickettoWork.ssa.gov.

Service Provider Foundations Training

- 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.

Reporting Personnel Changes

- New hires and terminations must be reported within 24 hours of the change event.
- Key Personnel must be reported within 3 business days of the event.

- Key personnel include the Signatory Authority, Program Contact, Ticketholder/Service Site Contact, Suitability Contact, Payments Contact, Ticket Portal Users.
- The TPA Change Form (Form 1374) must be completed by your agency's Signatory Authority, which you can find here: [Forms - yourtickettowork.ssa.gov](https://forms.yourtickettowork.ssa.gov) and emailed to ENService@ssa.gov.

Outreach Updates

Jayme Pendergraft (TPM)

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, including:
 - **Medicaid and Medicare Employment Supports**
 - <https://choosework.ssa.gov/library/fact-sheet-medicare-and-medicaid-employment-supports>
 - **What is Social Security's Ticket to Work Program?**
 - An introduction to the Ticket Program "What is Social Security's Ticket to Work Program?"
<https://choosework.ssa.gov/library/fact-sheet-what-is-social-security-ticket-to-work-program>
- **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 "Ticket to Work: Support on Your Journey to Employment" on February 23.
- **Success Stories**
 - Submit candidates for Success Story and Stepping Stone 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.
 - Send candidates for stories to Stories@choosework.ssa.gov.
- **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.

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

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, May 24, 2022, at 1 p.m. ET.