

Welcome and Remarks

Robert Pfaff, Director, Office of Employment Support (SSA)

Robert welcomed everyone to the call and welcomed new Employment Networks (EN):

- The Springfield Group LLC – AZ
- Joseph Young Consulting – MA
- JVS SoCal – CA
- The Arc Ocean County Chapter – NJ
- Ability Works LLC – ID
- Inspire Career Services LLC – NV
- 5678 Dance Now Inc. – GA

Reminder on EN Performance Requirements

Robert provided a reminder that ENs must check in on their Ticketholders. Per your Ticket Program Agreement (TPA) with the Social Security Administration (SSA), Part III: Section 4(A)(3) states:

- During the Initial Job Acquisition Phase (Milestone Phase): At a minimum, the EN shall follow up with the Ticketholder monthly to verify Ticketholder progress. (Acceptable forms of contact for the purpose of follow up include the following mediums: phone calls, personalized email messages, personalized text messages, and personalized letters to individuals.)
- During the Ongoing Employment Support Phase (Outcome Phase): At a minimum, the EN shall follow up with the Ticketholder quarterly to determine if the Ticketholder requires any ongoing employment supports and maintain records of these contacts. (Acceptable forms of contact for the purpose of follow up include the following mediums: phone calls, personalized email messages, personalized text messages, and letters to individuals.)

In addition, after reviewing Ticketholders assigned to ENs, SSA is not seeing payments or activity after a certain period of time. SSA wants ENs to reach out to inactive Ticketholders to reengage them in their search for employment. SSA is contacting ENs that have not reached out to these Ticketholders to remind them of their need to do so and also reiterate that their Ticketholders need to be active in the Ticket to Work (Ticket) Program and making Timely Progress.

SSA monitors EN performance as part of ongoing quality assurance program to determine,

and ensure active program participation, adequacy and effectiveness of the services provided to Ticketholders, and compliance with the Ticket assignments and payments requirements of the Ticket Program Agreement. See *TPA Part III, Section 9: Evaluating EN Performance*.

Recent SSA Emergency Message – Benefits Planning Queries Renee Moore, Policy Analyst, Office of Employment Support (SSA)

Renee provided an overview of the recent SSA Emergency Message, **New Benefits Planning Query (BPQY) Third-Party Enhancements and Reminders (EM-23004)**, issued January 19, 2023.

She provided clarification and guidance of the following items:

- Concerns about processing times

Requests for BPQY reports should be filled within 30 days from the date of the request.

- Confusion surrounding consent for BPQY request and overpayments

The Form SSA 3288 release to request a BPQY can be used to ask questions about the data on the BPQY. If the BPQY indicates an overpayment and you have questions specific to the overpayment, you will need to submit a subsequent Form SSA 3288 with a statement that you want a detailed explanation of the overpayments.

The Benefit Letter is often used as proof of income and/or proof of disability. The Benefit Letter details such information as the type of benefits an individual receives; for example, SSI and disability, the individual's date of birth and monthly benefits.

- To reinforce policies for when to charge a fee for BPQY requests

SSA does not charge a fee for any BPQY request when the justification for the BPQY is to assist the disability beneficiary or recipient with planning a return-to-work effort or to maintain current employment.

- To mitigate concerns about where a third-party requester should send a BPQY request

BPQY requests are not an exception to the agency's policies on servicing a third-party request. SSA's policy provides that third-party requests, with appropriate consent, should be answered by the field office that services the ZIP code of the individual who is the subject of the requested records.

To review the full EM, access the following link: [PolicyNet/Instructions Updates/EM-23004: New Benefits Planning Query \(BPQY\) Third-Party Enhancements and](#)

[Reminders \(ssa.gov\)](#)

ACT-V Academy and the Talent Acquisition Portal (TAP) Updates

Mike Corso, President, disABLEDperson, Inc.

Mike provided an update on the Abilities to Career Technical Virtual (ACT-V) Academy Learning platform. The pilot program ran from January 1, 2022, through August 31, 2022, with the following results:

- 365 students enrolled, including many beneficiaries currently working with ENs.
- 53% of enrollees completed and passed their assigned courses.
- 42% were in progress at the end of the pilot.
- 5% never started their assigned learning.

The formal program launched on September 1, 2022, with the below status:

- 68 students currently enrolled from Vocational Rehabilitation
- \$500 per year per student
- Students can take any and all of the course offerings.

Mike also reminded attendees about the free access to the Talent Acquisition Portal (TAP) offered to all ENs. The TAP provides the below benefits to ENs:

- Manages your beneficiaries.
- Utilizes TAP's Resume Builder.
- Searches for and recommends jobs.
- Knows when your beneficiary applied for a position.
- Connects with Vocational Rehabilitation.
- Provides beneficiary access to virtual job fairs.
- Posts on average 807,381 jobs monthly.

For more information, contact Mike via email: Mike@disABLEDperson.com or Phone: 760-420-1269.

EN Updates and Reminders

Natalie Sendidorfer, Lead EN Analyst, Office of Employment Support (SSA)

Natalie provided several updates and reminders, including:

Home Office Approval

EN staff who wish to work outside a secure area must document that the alternate workstation meets the requirements to protect personally identifiable information (PII),



whether the alternate workstation is a residence or another site outside of a Ticketholder service location, per Part IV, Section 8.B. of the Ticket Program Agreement (TPA).

ENs are required to submit the “Request for Use of Home Office” form to ENService@ssa.gov to determine that the alternate workstation meets the TPA requirements to protect PII.

The Request for Use of Home Office form can be found at [Resource Documents](#) under Program Operations.

EN Training Reminders

- The TPA Part III, Section 7 details the requirements for completing the EN start-up training necessary for performing the duties and responsibilities under the TPA. Including:
 - Completing training within 60 days following TPA award
 - Start-up training is mandatory for EN contacts who are listed as main points of contacts on the TPA for Ticketholders, Payments, TPA inquiries, Suitability, and EN staff accessing the Ticket Portal. These main contacts must complete training within 60 days.
 - Failure to comply with the training requirement will result in sanctions which may include.
 - Putting payments and Ticket assignments on hold,
 - Requiring the EN to designate a new suitable and trained contact within **3 business days**,
 - Termination
 - Notifications of your employees training progress will be sent to the employee (learner), Signatory Authority and Program Contact
 - Questions related to the EN Training requirement in the TPA, should be sent to ENService@ssa.gov.

TPA Changes

- ENs are required to report to ENService@SSA.gov changes in personnel working under their EN TPA (new hires and terminations) within **24 hours** of the change.
- All changes to EN information must be sent in a TPA Change Form signed by the Signatory Authority, i.e., changes to key contacts, personnel, main/physical addresses, service site address or contacts, etc.
 - EN Service will not accept TPA changes in the body of an email

Link to the TPA Change Form: [Form 1374: Ticket Program Agreement \(TPA\) Change Form \(ssa.gov\)](#).

Annual Services and Supports Review

When submitting Ticketholder IWP, COS and case note submissions for Annual Services and Supports Review:

- Do not combine documents for multiple Ticketholders in the same PDF.
- If using a PDF, there should be a PDF for each Ticketholder.
- To properly track documents, use the following naming convention: EN PID_Type of Document (e.g., PID 12345678_WFH Addendum).
- It is the EN's responsibility to submit their documents. If not submitted, ENs will not be listed or receive any of the associated privileges.
- Wait until notified of the Annual Services and Supports Review to submit any applicable documents.

To verify compliance, during the Annual Services and Supports Review process there will be a request for applicable ENs to submit the following documents:

- Work from Home Request Forms and the Work from Home Request Addendum
- Benefits Counseling certificate and the Benefits Counseling Certification Addendum
- Cloud Storage Provider License (New)
- Proof of Workforce Status

*****Update:** The Vocation Rehabilitation Vendor Agreement documentation is **no longer required**.

The request for documentation will occur twice in 2023, **once with the APOR and once with your Service and Supports Review**; however, in 2024, the documents will only be collected during the Annual Services and Supports Review.

Questions about the expansion of the Annual Services and Supports Review should be directed to ProgramIntegrity@yourtickettowork.ssa.gov.

Annual Security Awareness Certification

All EN personnel must certify their understanding of Social Security's requirements for information technology security and privacy awareness annually, using SSA Form 222, Security Awareness – Contractor Personnel Security Certification. The form can be found at <https://yourtickettowork.ssa.gov/resources/forms.html>.

Questions related to the Security Awareness Certification, should be sent to ENService@ssa.gov, with the subject line "Security Awareness Assistance - EN name, PID Number and state abbreviation".

Annual Performance Outcome Report

All ENs must provide a report of the outcomes achieved by their EN with respect to services offered by the EN to beneficiaries, as well as information relating to TPA administration, using the Annual Performance Outcome Report (APOR).

In preparation for the 2023 APOR, the Ticket Program Manager will host one APOR process review session to ensure ENs are able to complete the APOR in an accurate and timely manner. The announcement for the session was sent via GovDelivery on Monday, January 9, 2023. The review session will be held on Thursday, January 26, 2023, at 1:30 p.m. ET.

All ENs, excluding those with award dates in 2022, are required to complete the APOR as part of their agreement with SSA to provide services for the Ticket Program.

To ensure that an EN successfully receives the 2023 APOR, EN Contacts must be up to date. Updates should be submitted on the [TPA Change Form](#) to ENService@ssa.gov.

Questions related to the APOR, should be emailed to SSAENAPOR@yourtickettowork.ssa.gov with the subject line “APOR Assistance – Your PID Number.”

Ticket to Work Program Outreach

Jayne Pendergraft, Director, Communications and Outreach, Ticket to Work Program Manager (TPM)

Jayne provided an update of the Ticket Program’s outreach efforts, including new resources and tools to promote the program to eligible beneficiaries. She highlighted the outreach activities and resources below:

WISE Webinars

Work Incentive Seminar Events (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 “[Think Outside the Office – Exploring Non-Office Jobs](#)” on January 25, 3 - 4:30 p.m. ET.
- TPM sends sample social media posts for ENs to share every month via GovDelivery.

Upcoming Webinars

- **February 22: Expanding Your Job Search with Ticket to Work.** This webinar will discuss different types of available jobs, including Section 503, apprenticeships, federal employment, etc., and how to find leads in the community.
- **March 22: How Will Work Affect My Social Security Disability Benefits?** This presentation covers how participating in the Ticket Program can provide some safety nets while people try work as a path to financial independence.
- **April 26: How Will Work Affect My Medicaid or Medicare?** This presentation focuses on the myths and facts surrounding work and Medicare and Medicaid. It will also introduce the Ticket Program and other Work Incentives.

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 Ticket Program and other Work Incentives. ENs are encouraged 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. TPM also produces Stepping Stone stories that feature individuals who have made a major step on the path to financial independence but have not yet eliminated their reliance on benefits. Two new success stories were recently published and were highlighted during the All EN Call.

- **Rebecca's Story.** With the help of the Ticket Program, Rebecca achieved financial independence and found a fulfilling new job. Use the following link to review [Rebecca's Success Story](#).
- **Andy's Story.** Andy's story demonstrates the importance of community



partnership. He has been at his job for nearly 10 years and feels more self-reliant and has a sense of belonging. He says he also likes getting a paycheck! Use the following link to review [Andy'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.
- To submit success story candidates, send an email to successtories@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

Next Quarterly All EN Call

The next All EN Call will be Tuesday, April 18, 2023, at 1 p.m. ET. Please send topics for All EN Calls to: ENOperations@yourtickettowork.ssa.gov.

Questions and Answers

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