

Derek Shields (Moderator) – Welcome to today’s Quarterly All Employment Network Call. My name is Derek Shields, and I will be serving as the moderator for today’s call. Before we begin with our agenda and the presentations today, I would like to first review a few logistics and housekeeping items. First, this meeting is being recorded and a transcription is also being captured.

I will read the slide to ensure that we all have access to the content. First, please remain muted at all times during the call, unless we call upon you by the moderator or one of our team members.

Next, feel free to ask a question in the Teams chat section. If you wish to ask your question aloud, please raise your hand and your microphone will be unmuted.

If joining via phone and you wish to ask a question, you need to raise your hand using the star (*) 5 option and you’ll be unmuted and then a second step is required, with pressing star (*) 6. So, two steps for phone callers. With star (*) 5 you get unmuted then star (*) 6.

If joining via MS Teams and you wish to ask a question out loud, please use the raise your hand option. Limit questions to one per participant.

Additional questions or comments can be sent to ENOperations@yourtickettowork.ssa.gov. Those questions that aren’t answered during the live event will be forwarded to the appropriate panelists for responses and provided in the summary.

We do need to have questions that are more generic in nature. I’ll also note today several times that if you have payments-related questions, we ask you to bring those to the All EN Payments Call, which is scheduled for January 31.

Closed captioning is available and our team has placed a post in the chat with the link to that for participants who join using the Teams application, or by using a separate closed captioning link provided in the GovDelivery email that was provided for today’s call. To turn on closed captioning in MS Teams, you can go to the three ellipses of the ‘More’ actions feature and in that menu option you can select “Turn on live captions.” When using the link option, you can paste the link in your browser, and it will open up a separate window to review those closed captions.

Today’s agenda will open with Mr. Robert Pfaff. He’ll provide some welcoming remarks and welcome new Employment Networks.

Next, Robert will introduce Renee Moore. Renee will provide an update on a recent SSA emergency message, and we'll have some time for Q&A with Renee afterwards.

Renee will be followed with an introduction by Robert of Mike Corso. Mike was with us previously. He'll provide an update on the ACT-V Academy and the Talent Acquisition Portal. We'll have a chance for Q&A with Mike after that.

After that, I'll introduce Natalie Sendldorfer. She'll provide our EN updates and a few reminders.

Next, we'll have Jayme Pendergraft to provide some great updates on communication and outreach tools available for you. We do have 90 minutes today, and we'll wrap up with about 30 minutes for Q&A to try to get to as many of your questions as possible.

So that's our agenda today. We do encourage you again to submit questions, and Brittany provided instructions on how to do that in our chat as well. We'll remind you when we get to that point. So now, it's my pleasure to turn to the next slide as I introduce our first speaker today. We are pleased to welcome Mr. Robert Pfaff. Robert will be providing introductory remarks and kick us off today. Over to you, Rob.

Robert Pfaff: Thanks, Derek, and good afternoon or good morning to you. Thanks for joining us today. We have a lot of good information to share with you.

Beginning with a welcome to our new ENs that have come into the Ticket program. We have The Springfield Group LLC from Arizona, Joseph Young Consulting from Massachusetts, JVS SoCal from California, The Arc Ocean County Chapter from New Jersey, Ability Works LLC from Idaho, Inspire Career Services LLC from Nevada, and 5678 Dance Now, Inc. from Georgia. Welcome to all of you and thanks for joining us. Thanks for coming into the Ticket Program. We have a lot of good information to share before I turn it over to Renee to talk about some messaging that we just sent out regarding the BPQY.

Just a quick reminder and this may be stealing a little bit of Natalie's thunder, but we want to remind you all to check in on your Ticket Program clients periodically. We are doing a review of Tickets where we aren't seeing payment or activity after a period of time. We want you to try to reach out to your clients periodically if they're not active, to get them active and searching for work and employment in the Ticket Program. We have done a lot of outreach to ENs that have not done this, to remind them that they need to be in contact with their clients and their clients need to be active in the Ticket Program, or they need to be unassigning that Ticket. So, just a brief reminder up front.

Without further ado, I will turn it over to Renee Moore. Renee, would you like to go ahead?

Renee Moore: Thank you, Rob. Good afternoon, everybody. My name is Renee Moore and I'm from the Employment Policy team and we wanted to share some information with you that addresses some of the concerns brought to our attention about BPQY requests.

We published an Emergency Message on January 19, 2023, to share the following BPQY processing reminders with SSA staff.

To address concerns about the BPQY processing times, we included the following: Request for BPQY reports should be filled within 30 days from the date of the request.

To clarify confusion surrounding consent for request for BPQYs and overpayment information, we included the following: The Consent for **Release** of Information Form **SSA-3288** 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 SSA-3288 with a statement that you want a detailed explanation of the overpayments.

To clarify whether or not a Beneficiary Verification Letter (benefits letter) can substitute for BPQY, we included the following general reminder: Although a benefits letter is similar to a BPQY, a BPQY provides more detailed information about work incentives under both SSI and SSDI. A benefits letter is a statement from SSA that explains the benefits an individual receives and 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 individuals date of birth and monthly benefits.

To reinforce policies for when to charge a fee for BPQY request, we have included the following: We do 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.

Lastly, to mitigate concerns about where a third-party requester should send a BPQY request, we included the following: BPQY requests are not an exception to the agency's policies on servicing third-party requests. SSA's policy provides that third-party requests with appropriate consent should be answered by the SSA Field Office that services the ZIP code of the individual who is the subject of the requested records.

The Emergency Message (EM) has been out for a week, and we (Employment Policy team) have not received any questions or concerns from SSA staff, so we assume the reminders are understood and we hope these reminders will mitigate any obstacles you (ENs) have had with receiving or requesting BPQY's. Does anybody have any questions?

Derek Shields: Thank you very much, Renee. I am going to provide some reminders about how to place questions. You can, of course, place them into chat. For participants in the Teams

application, please enter your questions into chat or use the raise your hand option. To ask a question over the phone, please raise your hand on Teams by dialing star (*) 5 and you will be unmuted by the facilitator, Again, the second step is star (*) 6 to unmute yourself. That two-step process is important. Please remember to state your name, your EN name and then your question for Renee.

Jayme Head: If the request is not filled within 30 days, what is your advice on who to go to next try to get the BPQY back? Often, we follow back up with the Field Office again or we go to the next step of reaching out to the AWIC.

Renee Moore: That is correct. The process for following up has not changed. You would just follow your normal follow up procedures.

Derek Shields: Question in the chat from Spencer: Will you be providing the phone number to request the BPQYs?

Renee Moore: Contact the local SSA Field Office that services the subject (beneficiary) to request the BPQY.

Derek Shields: Question in the chat from Carmen: If somebody did not receive the notice regarding the BPQY update, where can we get that message? Would that be with the official EN POC? Where can I get a copy?

Renee Moore: The Emergency Message is a public document that can be found on the Social Security Administration's website: www.ssa.gov.

Derek Shields: Kevin Nickerson provided a link to the message in chat: [PolicyNet/Instructions Updates/EM-23004: New Benefits Planning Query \(BPQY\) Third-Party Enhancements and Reminders \(ssa.gov\)](https://www.ssa.gov/policynet/instructions/updates/em-23004-new-benefits-planning-query-bp-qy-third-party-enhancements-and-reminders)

Derek Shields: Question in the chat: What is the procedure when BPQYs are not filled within 30 days, denied based on it needing to be requested from the Rep Payee's ZIP code?

Renee Moore: No, it does not need to be requested from the Rep Payee's ZIP code. It needs to be requested from the local Field Office servicing the ZIP code of the beneficiary who the information is requested for. So, it would be the beneficiary's local Field Office and based on the beneficiary's ZIP code.

Derek Shields: Question in the chat from Linda: If there is a Rep Payee, don't we send the SSA-3288 request to the SSA Field Office for the Rep Payee ZIP code or the ZIP code for the Ticketholder (beneficiary)?

Renee Moore: The SSA-3288 should be sent to the Field Office that services the ZIP code of the beneficiary; the person who was the object of the request. Example: If you're requesting a BPQY for Renee, and Renee has a Rep Payee, you would send your request to Renee's local field office.

Derek Shields: From the chat, Natalie provided a reminder that when sending information to EN Service via email, please do not send personally identifiable information or PII.

A comment in the chat from Tracy: Field Offices consistently refuse to provide a BPQY if the Rep Payee is not within that office.

Renee Moore: The request should go to the ZIP code of the beneficiary, not the beneficiary's Rep Payee.

Diane Winiarski: Diane Winiarski with Allsup Employment Services. Follow-up question on the BPQY: When we're sending it to the local field office, in our process we have not sent the request to anyone's specific attention. Should we be sending it to the attention of the WIL (Work Incentive Liaison) in that office?

Renee Moore: No, you don't have to send it to the attention of anyone.

Derek Shields: We will take one last question from the chat. Question from the chat from Anthony Buchanan: I submitted a request and got a letter of a fee charge for a third party. How does SSA verify EN status?

Renee Moore: Anthony, the Field Office (FO) does not verify ENs. If the FO is wanting to charge a fee, then it's likely that the Form SSA-3288 is not completed correctly to explain that the request is for assisting a beneficiary with return to work. If the 3288 does specify this, then it's likely the FO needs to refer to our Emergency Message.

Derek Shields: Wonderful. Thank you again, Renee, for your time. Kevin has mentioned they should be able to look at the EN Directory. And Renee, you can follow up, as you mentioned.

Looking at the rest of the agenda, we're going to proceed. We do appreciate Renee for joining us and for the update on the emergency message. At this time, I welcome Rob back. Rob, would you like to help transition us to recap the work that you've done with Mike and introduce Mike Corso as our next speaker please.

Robert Pfaff: Thank you, Derek. I'm happy to introduce Mike Corso. Mike Corso is the President for disABLED Persons, Inc. which is a non-profit organization. They manage the Talent Acquisition Portal, which is a Portal where ENs working with individuals with disabilities

that are seeking jobs can go into to look for available jobs, submit resumes, and obtain contact information to ask questions.

Mike is going to talk a little bit about a software training program (ACT-V Academy) that he has established for individuals who are interested in a career in software. There's a variety of software products available. Individuals can complete training and actually get a certification that they can use to apply for positions that are available.

They are two different entities. This is something that we have offered and had Mike speak about on our calls previously. We know that there are different participants on these calls at different times. This is a refresher for ENs to hear about these services and/or products that are available. We want to give you the opportunity to hear about this and decide if you think they're useful for your clients. Without further ado, I will turn it over to Mike Corso.

Mike Corso: Hi, Rob. Thank you for having me. I appreciate it. Thank you to you and to SSA, to give us the opportunity to offer this to the ENs and the beneficiaries. As Rob said, my name is Mike Corso. I'm the President of disABLED Person Inc. I'm going to talk to you today about the Abilities to Career Technical Virtual (ACT-V) Academy.

ACT-V Academy is an on-demand, video-based, instructor LED learning of curated courses put together for industry specific certifications based on employers in demand certifications that they look for in the IT field. A pilot program was conducted in 2022 from January 1 to August 31. We had a total of 365 students enrolled; 180 of those students were from ENs across the country. The stats at the end of the program were that 53% completed and passed the courses that they were assigned and 42% were in progress at the end of the program. The reason why they were in progress is because there was a specific time limit, and people were enrolling closer to August, and they were not able finish. Lastly, 5% of enrollees never started.

During the pilot, there were eight programs offered, including Digital Literacy, CompTIA A+, Network+, and Security+, in addition to Microsoft Office, Microsoft 365 Fundamentals, Microsoft Teams Administrator, and Microsoft Azure Fundamentals.

As of September 1, we launched the official program. Currently there are 68 students in the program, all from Vocational Rehabilitation. There is a cost now and during the pilot program there was no cost to the beneficiaries. There is a cost now because it costs ACT-V money to do it. The cost is \$500.00 per student, per year. Students can take all or some of the over 100 courses offered. It is one-time fee for the year. Course options have been expanded since the official program launch, to prepare students for industry-specific certifications from Microsoft, CompTIA, Apple, Amazon Web Services (AWS), Linux, EC Council, Cisco, Red Hat, NIST, Six Sigma, and cyber security courses in Python, multiple programming language courses.

There is whole range of course that have been curated and put together for the ACT-V Academy students. The individuals log into the platform and take as many courses as they like.

There a Microsoft Teams client, where the students are invited to when they have questions about the material that they're learning. There is a teacher's assistant area where they can go to ask questions on a message board, then elevate that to an email, and then again to a video chat if they need to.

ACT-V Academy has had a multiple students gain certifications. Most recently, a student referred from an EN just received their Microsoft Azure fundamental certification.

If you think that any of your beneficiaries would benefit from this, please feel free to contact me and I'm happy to speak with them, to give them an idea of what they would need based on where they are at. So depending on where we start, they could start right at Digital Literacy, or they may be able go further.

Next, I want to talk about the Talent Acquisition Portal (TAP). The Portal is an offering of the CSAVR, The National Employment Team (The NET) and disABLED Person, Inc. A pilot of the program was conducted in 2022, with ENs testing the Portal, for The NET and disABLED Persons to decide what to do moving forward. They decided to offer the Portal to all ENs and no charge or timeframe, because they felt that SSA benefited from the services that they offer.

If any ENs are interested in having their beneficiaries on TAP, you can contact me by email at Mike@disABLEDperson.com or by phone at 760-420-1269. The monthly average of jobs streaming on TAP in 2022 was 807,381. There are a lot of jobs on TAP, in mostly every state and city. If you send an email please include, EN name, email address of the individual that would be the lead at the EN.

Derek Shields: Thank you very much, Mike, for an overview and update on some of the feedback from the successful participation. We appreciate all that you do. We do have a couple of questions. Just as a reminder, you can use chat as some of you have, you can raise your hand if you're calling in by phone. Again, it's a two-step process hit star (*) 5, you'll be unmuted by the facilitator and then star (*) 6 to unmute yourself. Mike, couple questions in chat.

We can start with Liz: Is having Vocational Rehabilitation (VR) pay for a course a possibility?

Mike Corso: Yes, we are currently a VR vendor in 13 states and adding more monthly. If we are a vendor in that state, VR will pay for and if we are not, we will put that state in the front of the line to apply for vendor ship in the state and work with you.

Derek Shields: Jill asked, Is the training offered through ACT-V Academy on the eligible training provider list for Workforce Innovation and Opportunity Act (WIOA)?

Mike Corso: Everything that was done for this and the Abilities to Career Technical Virtual Learning Platform was designed around the WIOA language. RSA is aware of the program,

although they can't endorse it because we're a nonprofit. But they are aware of the program and they're helping us spread the word. So, the answer to that is, yeah, I mean we geared it towards WIOA.

Derek Shields: Carmen asked, what all is included in the \$500.00 annual fee?

Mike Corso: It's every course that we have; they could take any and all courses. They have the backup of the teacher's assistant on Teams. We communicate with them, check in with them, and see how they're doing with them. What we do not pay for are the vouchers for the exam. That's between the individual or the state VR usually pay for it. If the VR isn't involved, then that would be between the individual and the certifying agency like Microsoft, the CompTIA, Cisco, etc.

Derek Shields: ACT-V Academy has the course work to prepare them for completing the credentialing exam, but that cost for that exam is somebody else's. Thanks for that clarity. One more question from chat and then I think we have somebody for a voice question.

Spencer asked, what about Information Technology (IT) employees who have most of the trainings and only need one or two courses, any flexibility in a cost there?

Mike Corso: There's no flexibility in the cost and the reason for that is we have a hard cost on enrolling people. We didn't create the courses; we curated the courses and that is the hard cost.

Derek Shields: Thank you. Let's go over to Nicole from our team now. Nicole, it looks like somebody has their hand raised. Can you call on them please?

Nicole Black: Yes, Georgia Davis has a question. Georgia, you can now unmute yourself.

Georgia Davis: Georgia Davis from Phalanx Family Services. Are the slides available? There is information that Mike presented that I am interested in for some of our participants.

Derek Shields: Yes, Georgia. The slides are available we will provide a summary and recap of the call along with the slides and they will be posted on the www.yourtickettowork.ssa.gov website and shared with you that way. You can get more information about Mike's content there. We'll get you those slides soon.

Mike, Barbara asked, if you are a vendor in Tennessee, how could somebody get the list of where you're a vendor? Should they just reach out directly to you with these questions, if they want to dig deeper?

Mike Corso: Yeah, they can reach out directly to us. We're not a vendor in Tennessee currently, but if we decide to work together, we'll put it to the top of the list.

Derek Shields: We will post Mike's contact information in chat now. That way folks could grab that if they're interested. And Nicole, back to you. Looks like we have somebody else with their hand raised please.

Nicole Black: Yes, we have Barbara Valmont. Your mic has now been able. Please ask your question. Or unmute yourself and answer your question.

Barbara Valmont: Barbara Valmont with Orange Cove Center. You have already answered my question. It was about if you are a vendor in Tennessee. That was my question.

Derek Shields: Thank you, Barbara. You can reach out to mike@disabledperson.com so, they can work to get that set up. Looks like there's some interest in Tennessee, but probably some other states too.

Looks like Yasmine has a question. I want to know how to handle the Personally Identifiable Information (PII) when sending information to Mr. Corso. Mike, any advice there?

Mike Corso: Different states have done this differently. Some of the states like the Vocational Rehabilitation agencies get a release from the client or individual and then send over information. Other people send it over in a secure message. We don't want to do anything that violates any PII information. The only thing we need from the individuals is their name and email address.

But that might be a question for the Social Security Administration (SSA) as to how they want to handle it.

Derek Shields: OK, so before sending anything, it's best to have a phone call about that. Or you could always reach out to EN Service to get some guidance to Mike, a couple more questions coming in here.

One question is, can you just voice the best link to go to learn more about TAP if somebody wants to go online and just explore?

Mike Corso: TAPability.org

Derek Shields: That's an easy one to kind of remember top of mind and go in there and check out. Kind of what it's for and how to get involved.

How is this different from online learning sites like Skillshare?

Mike Corso: We've curated information from different sources. On the Portal that we built for it, which is act.disabledperson.com, we've had it built to be totally accessible, and it has been

tested by the Minnesota VR Agency of the Blind. They gave us a 99 out of 100, as far as accessibility goes. So that's sort of the technical part. The big difference is, you can go to Skillshare and get courses that due to preparation. What they don't have is the group of the students, the message board where people can connect, a teacher's assistant, or somebody to follow up with them to see how they're doing and if they have any questions. So, they're not alone. Probably the biggest difference is that we have people behind it who are helping.

Derek Shields: In a disabled led organization focused on the very mission as opposed to the broader learning community mission. Nice value adds.

Corey has a question: Will using Mike's training service transfer the Ticket from the current EN? When beneficiary from an EN participates, is there any exchange? Does the Ticket move from the EN to disABLED Person or are you just a partner in this work?

Mike Corso: We're just the partner in this work. We don't take anything away from anybody. You do what you do. We'll do what we do.

Derek Shields: Fantastic. Well, Mike, I would like to thank you for your time and presenting and giving us great updates on your participation in the resources. And please stick around, we'll come back to you with follow on questions in the general Q&A.

Mike Corso: OK. Thank you for the opportunity again.

Derek Shields: Absolutely. So, we're going to now proceed to the next segment of our call to have EN Updates and Reminders. It's my pleasure to now introduce and welcome Natalie Sendldorfer. Natalie is a Lead EN Analyst for the Office of Employment Support. Natalie, over to you please.

Natalie Sendldorfer: Thank you, Derek. I just had a couple of reminders to go over the first is, our Home Office Approval. Employment Network (EN) staff who wish to work outside of the EN's approved service site location must document that the alternate workstation meets the requirements to protect personally identifiable information (PII) whether the alternative workstation is a residence or another site outside of the Ticketholders service location per the TPA. ENs are required to submit the Request for Use of Home Office form to ENService@ssa.gov, to document that the alternative workstation meets the TPA requirements to protect PII.

They will be putting the links to the forms in the chat so you can find all the forms I'm referencing.

As far as TPA changes, ENs are required to report to ENService@ssa.gov, changes in their personnel working under their EN TPA. That includes new hires and terminations within 24 hours of the change. All changes to EN Service must be sent in a TPA Change Form signed by

the Signatory Authority. Also, that includes changes to key contacts, personnel, the EN main or physical addresses, service site addresses or contacts. EN Service will not accept TPA changes in the body of an email. They must fill out the official TPA Change Form.

The forms can be found at <https://yourtickettowork.ssa.gov/resources/forms.html>. I also have some reminders about EN training. 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. This includes completing training within 60 days following the TPA award. Failure to comply with the training requirement will result in sanctions, which may include putting payments on hold as well as Ticket assignments on hold, requiring the EN to designate a new suitable and trained contact within three business days (*Note: This is a correction to information provided during the call. The timeframe was originally stated as two business days.*) or termination. Notifications of employees' training progress will be sent to the employee (learner), the Signatory Authority and the Program Contact.

I'm also going to go over some reminders about the Services and Supports Review. Ticketholder IWP, the Certification of Services (COS) and case note submission for the Service and Supports Review. Please do not combine documents for multiple Ticketholders in the same PDF. If using a PDF form, there should be a separate one for each Ticketholder. To properly track the documents, we request that you 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 sent, ENs will not be listed and or receive any of the associated privileges. Please wait until you are notified of your Services and Supports Review to submit any applicable documents.

During the annual Service and Supports Review process, there will be a request 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, FedRamp approved Cloud Storage Provider License, and Proof of Workforce Status.

The request for documentation will occur twice in 2023 — once during the Annual Performance Outcome Review (APOR) season and once during your annual Services and Supports Review. And in 2024, we will only collect it once with the APOR.

Also, for the APOR, on 1:30 EST this Thursday, January 26, there will be a call to go over this year's Annual Performance Outcome Review, the APOR, and Contractor Personnel Security Certification – Form 222. All the ENs except those with an award date of 2022 are required to complete these forms by Monday, February 27. Failure to do could result in termination, and last year we did terminate several ENs for not complying. I will be available at the end of the call for questions and also on chat, and I will now turn it back over to you Derek.

Derek Shields: Natalie, thank you very much for the updates and reminders. Again everyone, I

know we have some questions in chat. What we're going to do now is proceed to our final presenter and then as Natalie said, we'll bring her back for an open Q&A. It's now my pleasure to move to our final update.

Today, we're going to learn from Jayme Pendergraft to Ticket Program Manager, Director of Communications and Outreach, about important updates on new tools from the communications part of the organization. Jayme, over to you please.

Jayme Pendergraft: Thank you, Derek, and good afternoon, everyone. I'm Jayme Pendergraft, the Director of Communications and Outreach for the Ticket Program Manager (TPM). And today I want to share some reminders for some of you about how to help promote the program to our potential audiences. The Outreach team promotes the Ticket to Work Program to eligible beneficiaries and a variety of different community organizations. We try and get the word out about the program as much as possible.

One of the ways that we promote the program heavily is through our Work Incentives Seminar Events (WISE) webinars that I know many of you have participated in. We see a lot of you turn out for those and we thank you for that. We like seeing you there and seeing some questions from you. Our WISE webinars are online events that are designed to explain the Ticket Program and Work Incentives through accessible learning opportunities. It's a comfortable place for people to come to and hear about the program for the first time.

We also, of course, see a lot of family members, friends and other organizations join as well. The WISE webinars are typically held on the 4th Wednesday of every month, and that is almost always when they're held. We only ever deviate if there is an issue with a holiday or to avoid the last week of December. Our average monthly attendance ranges from 400 to 600 people, depending on our topic. Our next WISE topic is called "Think Outside the Office – Exploring Non-Office Jobs" where you will hear Derek Shields present some information for everyone about non-office jobs on tomorrow, January 25, from 3-4:30 p.m. ET.

The TPM sends sample social media post to ENs to share every month via GovDelivery. There's a couple of reasons that we encourage you to do that. We ask that you help promote our webinars as they're an opportunity to reach a large audience at the same time and get basic program information out to a big group, which will hopefully save some time answering questions. For those of you who remember when we did in-person WISE events, you got to meet with 1,520 people all at the same time and they had a basic understanding of what the Ticket Program was. In the end, that saved the Work Incentive Planning and Assistance (WIPA) project and hopefully you all some time as well.

During every webinar, we promote several calls to action, and these include, visiting the find help tool to find a service provider. Once they have this basic information, we hope they'll have a better understanding of the program and reach out to you to assign their Tickets.

As I mentioned, the WISE webinars are also a great way to promote the program to other organizations who might not know about the Ticket Program. Once they learn about it, they might be interested in sending some Ticketholders your way, which is another benefit of posting on social media. As I mentioned, we do send out sample social media posts on GovDelivery. You're also welcome to share any content from the Choose Work social media pages. We do tend to pin our WISE announcements on our accounts so they're right at the top. They should be very easy just to grab and repost.

On February 22 we will host "Expanding Your Job Search with Ticket to Work" as this is the webinar where we will talk about Section 503, apprenticeships, federal employment, and how to find leads in this community. These are federal facing jobs.

On March 22 we will host "How Will Work Affect my Social Security Disability Benefits" and this is what we tend to refer to as our generic presentation. It covers how participating in the Ticket Program can provide some safety nets while people try work as a path to financial independence. That's a really good one to get an introduction about the program out to folks because it is our basic introduction following that.

On April 26, we will talk about "How Work will Affect My Medicaid or Medicare". And as I'm sure you can guess, this is one of our most popular topics because this is one of the most frequently asked questions that we receive. During every webinar we do discuss the Ticket Program and other Work Incentives and do those calls to action, which include visiting the Find Help tool, visiting the website or calling the Helpline.

As I mentioned, we have a very active social media account. We do post on a daily basis pretty much on Facebook and Twitter. We share a variety of different content including our blog posts. We do try and publish one blog post a week. We also share other Ticket Program resources and fact sheets, our WISE webinars, our success stories, important updates from Social Security and relevant information from other federal agencies and disability organizations.

We encourage you to share our social media posts or to share some of our content directly. We just ask you to tag us, but you're welcome to grab stuff from the website and post it whenever you'd like. That's why it's there. Let's look at some of these resources now.

I did mention that we have Fact Sheets. We have a variety of different fact sheets, topics from work incentives for people who are blind on up to Section 503 of the Rehab Act and frequently asked questions about that. Those are available on our website, and I know that the link is being sent out to folks. But this month, we do encourage you to share "What is Social Security's Ticket to Work Program" with Ticketholders who are interested in learning more about the program. If you want you can go to the website, grab that Fact Sheet, and post it on social media.

Our success stories feature individuals who have achieved financial independence with the help of the Ticket Program. We do also have a version of success stories that we call stepping stone stories and these stories are about people who have made a big step on the path to financial independence, but they're still haven't reduced their reliance on their benefits. It's things like someone may have bought a car or somebody completed a training course. We want to feature those accomplishments and celebrate with them and feature them on the website as well.

We have released two new success stories in the last couple of months. I'd like to share about Rebecca first. Rebecca was formerly a teacher and she decided it was time to find a new career after a life changing cancer diagnosis. She is in remission, and we wish her continued luck with her health. She did find a new job and she currently works for the American Kennel Club and loves working and doing what she does. At the same time, she wasn't sure if she could continue work. She didn't know what her future really looked like, but she wanted to jump back in. She met with EN and found a position with the American Kennel Club and did achieve financial independence in her new job.

Andy's story, so Andy is our newest success story, and he was just published at the end of 2022, and he had support from a huge team. So that is a lot of what this story focuses on. Andy was in high school and was ready to transition to work. His high school transition team did work with him and told him about the Ticket Program and introduced to him to his state VR agency. Eventually he connected with an EN called Full Circle Employment Solutions. Then he connected with Project Search and one of Full Circles partners called SEEC and he worked with all these folks on his path to financial independence. This story is a great example of why so many people need or often are involved in people's achievement of financial independence. At this point, he's been at his job for nearly 10 years, and he feels more self-reliant and has a sense of belonging. He also enjoys taking home a paycheck and his mom says that she has seen a major difference in his self-confidence around the house.

So how can you share success stories? I'm sure some of you are thinking, hey, I have somebody who would be great for that. We encourage you to. I'll get to that in one second.

We do encourage you to promote our success stories on social media. We do typically tend to send out social media about that because those two stories came out around the holidays. You have not seen that quite yet, but it is coming soon. We do have a lot of other success stories on the website. This graphic includes several of them, not nearly all of them. They're available on our Success Stories page on Choose Work. They are also in the Service Provider Outreach Toolkit, which is on the Your Ticket to Work website.

If you're ever at a loss and want some ideas for social media posts, you can contact social media@choosework.ssa.gov and we'd be happy to help you out. Now how to submit success story candidates, you can send an e-mail to successtories@choosework.ssa.gov. Again, please try and keep some the PII out of those emails. Basically, our Success Story Manager

Ariel Dorros, will give you a call to talk about the person to see if it is a good lead and a good potential candidate for a success story. What are we looking for? We're looking for someone really who has a story about their path. Somebody like Andy, who had help from a lot of different places, or Rebecca, who actually made a major career change. Somebody with a bit more of the hook basically for their story and who has either is no longer reliant on benefits, or who has had some major accomplishments and would be a good fit for that stepping stone story that I mentioned.

We have a lot of social media. You can like us on [Facebook](#). You can follow us on [Twitter](#).

We also have a [YouTube](#) channel where you can watch some of our videos. Many of you are familiar with meet Ben, which is another great intro to the program. You can subscribe to our [GovDelivery](#) updates as an EN. Many of you already receive our service provider GovDelivery updates. But we have our public messaging as well. If you're interested in seeing what the Ticketholders are getting, that doesn't necessarily always make its way to you. For example, they see a different WISE announcement than you see because we do include social media. Feel free to go to Choose Work and click on the "Contact" page you'll have the chance to sign up to receive whichever emails you want to get and then you can also subscribe to [Choose Work! Blog](#) updates. That is another GovDelivery category if you want to be notified of every time a blog is published. We do not currently notify you every time a blog is published because we know we send you lots of emails, so that's one that we kind of hold off on and if you have any questions about any of this, you can always email socialmedia@choosework.ssa.gov

And Derek, I will hand it back over to you.

Derek Shields: Thank you so much, Jayme, for providing the Communications and Outreach updates. There's a lot of activity there and a lot of suggestions.

One comment in the chat that, currently you could only register for the WISE event that is tomorrow. That is accurate. The next month's will be going up quite shortly. What we wanted to do today was to provide you the forecasted events. Those are the 4th Wednesday of each month at the same time. You can start planning ahead even prior to the registrations becoming available.

With that, we've now concluded our formal presentations for this All EN Call, and we'll transition to our open Q&A period. We do still have all of our speakers with us except for Renee Moore, who had to leave for another obligation. As a reminder, you can put your questions into chat. As many of you have been doing. If you are on the phone, you can use the two-step process, star (*) five, then star (*) 6 to unmute yourself. We encourage you to keep asking the questions.

Let's go first to Nicole. I see someone has their hand raise and Nicole, can you call them?

Nicole Black: I do not see the hand raised.

Derek Shields: I will bring them up, we have Linda Laue, if you can unmute yourself, go ahead, please.

Linda Laue: Hi, can you hear me now?

Derek Shields: Good. I sure can. Linda, go ahead please.

Linda Laue: OK, first, my last name is pronounced Laue, like Maui, so everybody can kind of remember it now.

Derek Shields: Thank you.

Linda Laue: OK, my question is, how do I find out if someone is on SSI or SSDI because my beneficiaries often do not know which one they are on. Their benefits letters do not actually tell them whether they are SSI or SSDI.

Derek Shields: Thank you for your question. Natalie, would you like to answer please?

Natalie Sendldorfer: Yes, for specific questions, could you please reach out to ENService@ssa.gov for this one?

Linda Laue: OK, I will do that. Thank you.

Natalie Sendldorfer: Thank you.

Derek Shields: Thanks for your question, Linda. You know the advice there is to reach out to EN service and they'll be able to respond with the specific answers to help you out in that specific case.

Nicole, looks like our next hand raised it is the 718-269 telephone number. It is a two-step process to unmute. Star (*) 5 and then star (*) 6.

This is a caller still there. I think the hand went down. Go ahead.

Anthony Rabbit: Hi, can you hear me?

Derek Shields: Yes, Sir. Go ahead with your question. Please identify yourself and your EN and your question.

Anthony Rabbit: OK, Anthony Rabbit, Team Management 2000, Hackensack, NJ, and my question is about the annual Services and Supports Reviews. When are you notified that you

passed the Services and Supports Review? I did one last year and I never got any correspondence back. I got nothing.

Natalie Sendldorfer: Hi, yes, you definitely should have received correspondence back that you did pass. Anthony, would you be able to email ENService@ssa.gov, Attention: Natalie. And that will get to me, and I'll reach out to directly to you.

Anthony Rabbit: OK. Natalie, thank you.

Natalie Sendldorfer: OK. Thank you.

Derek Shields: Thank you, Anthony, for your question and Natalie, for the guidance there. I don't see any other hands raised at this time. Let's look into chat.

Well, before we go to chat, Jaime. If you can unmute, go ahead with your question. I see your hands raised.

Jaime Head: Thank you. Yeah, I just want to clarify this might be a question for Renee Moore and maybe Erinn. I did see somebody in the chat earlier asked again about what happens if we don't get the BPQY within 30 days. And it looks like Erinn had said we could reach out to EN Service for assistance with BPQY requests that are older than 30 days. Is that true? Can we do that?

Natalie Sendldorfer: This is Natalie. Yes, you can and there is a form for that we submit up to our Operations Department and SSA. So, if you could email ENService@ssa.gov. I will reach out to you since it is PII. Please do not send PII by e-mail and I will contact you directly to get the Ticketholder's information and we will escalate that for anyone waiting for BPQYs over 30 days.

Jaime Head: OK, fantastic. Thank you.

Natalie Sendldorfer: Sure.

Derek Shields: Thanks Jamie for the question. Nicole, do you have the ability to call on our next hand raise?

Nicole Black: And no, I do not. Katherine is now taking that over for me.

Derek Shields: Well, in the meantime, I.

Katherine Jett: We have Janine? Janine, go ahead and ask her a question.

Derek Shields: Janine, we have you on mute. If you can unmute yourself, then identify yourself your EN, and then ask your question. In the meantime, as well. So, we're having a technical challenge in getting in contact. Obviously with Janine, we'll keep working at that.

Next, let's see if we can get. Barbara your hand is raised. If you can go ahead and unmute yourself, I think you asked a question before. Go ahead please.

Barbara Valmont: My name is Barbara Valmont with Orange Cove Center in Tennessee. When will we get the questionnaire to complete the APOR?

Natalie Sendidorfer: Yes, the email will be going out shortly with instructions for the for the APOR will go out to all ENs.

Barbara Valmont: Thank you.

Derek Shields: And as noted earlier in the chat, I think there'll be a training on January 26. I saw that fly by earlier and that will be included in that email.

Thanks, Natalie. Natalie, anything in chat that you've noticed that you wanted to respond to. We had a couple questions come in.

Natalie Sendidorfer: Just wanted to reiterate what you said about the APOR call. There are some questions regarding filling out the forms and we will be happy to help you with that on Thursday if you're able to attend. If you're not able to join the call on Thursday, you can reach out to EN Service, and we can work with you on an individual basis. We definitely don't want anybody to be confused.

I do have another question about the work from home request forms. Yes, we will be requesting them every year with the APOR.

Derek Shields: I'm just looking in chat here. Kevin asked a question to you – do ENs still need to do the SSA 222? Edward responded, I got an email saying the APOR questions are available now, so he reviewed them prior to the call on Thursday.

Any comments there, just want to make sure Natalie has a chance to clarify anything if you'd like.

Natalie Sendidorfer: I'm sorry, Derek. I was reading another chat question. Could you please repeat that?

Derek Shields: Kevin asked the question, do EN's still do the SSA 222?

Natalie Senddorfer: Yes. That will be part of the APOR.

Derek Shields: Thank you.

If we haven't received an invite for the call on Thursday, how do we get it? I just want to be clear, Natalie, that will be coming out in the email that you just referred to.

Natalie Senddorfer: Yes, I will make sure that another email goes out to remind everyone about the call on Thursday.

Derek Shields: OK, we do have a payment related question. Reminder, we have a call scheduled for January 31. This question in particular is just about the Payments at a Glance 2023. Somebody has to do a presentation on Friday. They're looking for a little help if that's available. And there's a link somebody could drop into chat that would help out, Kathy. But again, for any questions related to payments, there will be an All EN Payments call on January 31.

Erinn is quite busy responding to questions in chat, so keep submitting those and she can get answers out as well. Mike Corso had to drop off. If you have questions from Mike, he suggests you can email him at mike@disABLEDperson.com to follow up on the ACT-V Academy or the Talent Acquisition Portal offerings that he's providing for all ENs.

The last question here is, Has the fax number to submit payments in the Portal changed? That can be brought up on the All EN Call on January 31.

Circle back to Katherine, any questions coming in with their hand raised?

Katherine Jett: Hi Derek. We have Janine.

Janine, you are unmuted. If you'll just click your microphone and unmute and ask your question.

Derek Shields: So Janine has her hand raised but is having a challenge. Janine, if you're not able to get unmuted and you have the ability to ask your question in the chat, go ahead and try it that way. Otherwise, you can certainly provide that question to EN Service, and we'd be happy to respond that way as well.

Natalie just provided an answer to Dwayne and chat. Where can we find a list of approved FedRamp approved cloud storage providers? And there's a link that's now there. [FEDRAMP Approved List](#)

So, our questions are starting to slow down. While we still have over 20 minutes to go, if we don't have any further questions, we will draw it to a conclusion.

Just circle back with Natalie. Any specific items in chat that you would like to address before we wrap up today?

Natalie Sendldorfer: I do not believe so. I just wanted to reiterate that we will send an email out today, hopefully with the reminder for the APOR on Thursday. TPM will send out the transcript with the chat, correct?

Derek Shields: We don't include the actual chat. We take highlights for all the resources that will go into the All EN Call summary. We remove a lot of the back and forth but grab the main content and resources.

Natalie Sendldorfer: I will go through the chat questions and if there is anything I miss by chance, I will be sure to address those.

Derek Shields: We will provide the summary along with the slides as we do after each quarterly call.

I'm just reading a question that came in from Aaron. He was wondering if you have any information from SSA regarding the difficulty that Ticketholders have when they set up their profile on ssa.gov, particularly when they try to set up their employer profile. Many have had difficulties getting the local office to set up the profile. So they can upload their pay stubs on the website.

Natalie, any guidance, or recommendation there?

Natalie Sendldorfer: I do not, unfortunately, because I do not deal with getting set up in ssa.gov. I was wondering if someone from the Training staff, perhaps Keitra or someone give some guidance regarding that? Or somewhere we can send the ENs for help with that?

Keitra Hill: Hello, this is Keitra Hill. I'm the EN Development and Training Manager. We usually assist Ens with getting access to the *my* Social Security account for the purpose of getting Ticket Portal access, but we can certainly look into how an EN can assist their beneficiary. I believe that may have been the question.

Natalie Sendldorfer: Thank you, Keitra.

Keitra Hill: You're welcome.

Derek Shields: OK. Right now, to voice what Erinn has put in chat, because I'm going to say it shortly anyways. Please join us for the Quarterly All EN Payments call on Tuesday, January 31, from 1:00 to 2:00 p.m. ET. For more information regarding EN payments we'll have that call along with the experts on payments.

There's a question here. How does one provide pay stubs for someone who works for Uber or Lyft? I guess that's a type of employment model. When we get to a granular question like that, is there a recommendation of who to talk to for that type of technical guidance?

Natalie Sendldorfer: Yes, in my experience with the Uber and Lyft, and working payments, it seems like they're getting paid as a contractor and we're not seeing regular monthly or quarterly earnings for them. Most of the time we have to wait until the end of year tax records come up so we can see those earnings.

Derek Shields: Thank you. And once again, can you give the guidance Natalie for the specific questions that might come up about how to contact the EN service team?

Natalie Sendldorfer: Yes, please contact ENService@ssa.gov. You can always if you have questions specifically for me. You can also put it to Attention: Natalie and they will make sure that I receive it.

Derek Shields: Natalie, Lawrence is asking: Do Timely Progress Review (TPR) questions go to Program Integrity?

Natalie Sendldorfer: You can send those questions to ENService@ssa.gov and I will make sure they're sent to the correct person.

Derek Shields: Thank you. So, once again Brittney has put that into chat. If you want to cut and paste it, ENService@ssa.gov. Keitra has done that as well.

Well, as questions have slowed down. I'd like to thank our presenters for joining us today and sharing the information. On behalf of the Ticket Program Manager, I'd like to thank you for joining us for the All EN Call and for your questions.

Looking ahead again, the All EN Payments Call will be on January 31 at 1:00 p.m. ET and our next quarterly All EN Call will be on Tuesday, April 18, at 1:00 p.m. ET. If you have topics that you would like to submit to ensure we cover those as part of the presentations, please email ENOperations@yourtickettowork.ssa.gov. Brittney put that information into the chat, and it's also on the slide.

We appreciate you attending today, and we thank you for your time and your participation and all the work that you do. And at this point, I will now close this All EN Quarterly Call. Thank you and have a great day.