



TICKET *to* **Work**

Quarterly All Employment Network (EN) Call

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

Date: Tuesday, April 18, 2023



Quarterly All EN Call

Logistics

- Please always remain muted during the call, unless called upon by the moderator.
- Please feel free to ask a question in the MS Teams chat section. If you wish to ask your question aloud, raise your hand and your mic will be unmuted.
- If joining via phone and you wish to ask a question:
 - Raise your hand using *5 and you will be unmuted.
 - Then press *6 to speak.
- If joining via MS Teams and you wish to ask a question aloud:
 - Raise your hand. Please limit questions to one per participant. Additional questions or comments can be sent to: ENOperations@yourtickettowork.ssa.gov.
 - Those questions not answered during the live event will be forwarded to the appropriate panelists for response.
- Closed Captioning is available for participants who join using the MS Teams Application or by using the separate Closed Captions link provided in the GovDelivery email announcement for today's call.
 - To turn on Closed Captions in MS 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. Welcome & Logistics – **Derek Shields**
2. Social Security Welcome – **Cara Caplan**
3. Payments Reminders—**Katie Striebinger**
4. EN Updates and Reminders – **Cara Caplan**
5. Training Curriculum Learner Pathways – **Ana Morales**
6. Communications and Outreach Updates –
Jayne Pendergraft
7. Question and Answer Session

Social Security Welcome

Cara Caplan

Branch Chief, Office of Employment Support

Social Security Administration

Social Security Welcome

▪ Welcome to New ENs

- Venture Linx - OH
- Mariela Communications - CA
- Workforce Escarosa - FL
- Deaf Employment and Advocacy Firm - TX
- Ticket to Success LLC - OH

Payment Reminders

Katie Striebinger

Payments and Systems Support Branch Chief, Office of Employment Support
Social Security Administration

EN Updates and Reminders

Cara Caplan

Branch Chief, Office of Employment Support
Social Security Administration

Training Curriculum Learner Pathways

Ana Morales

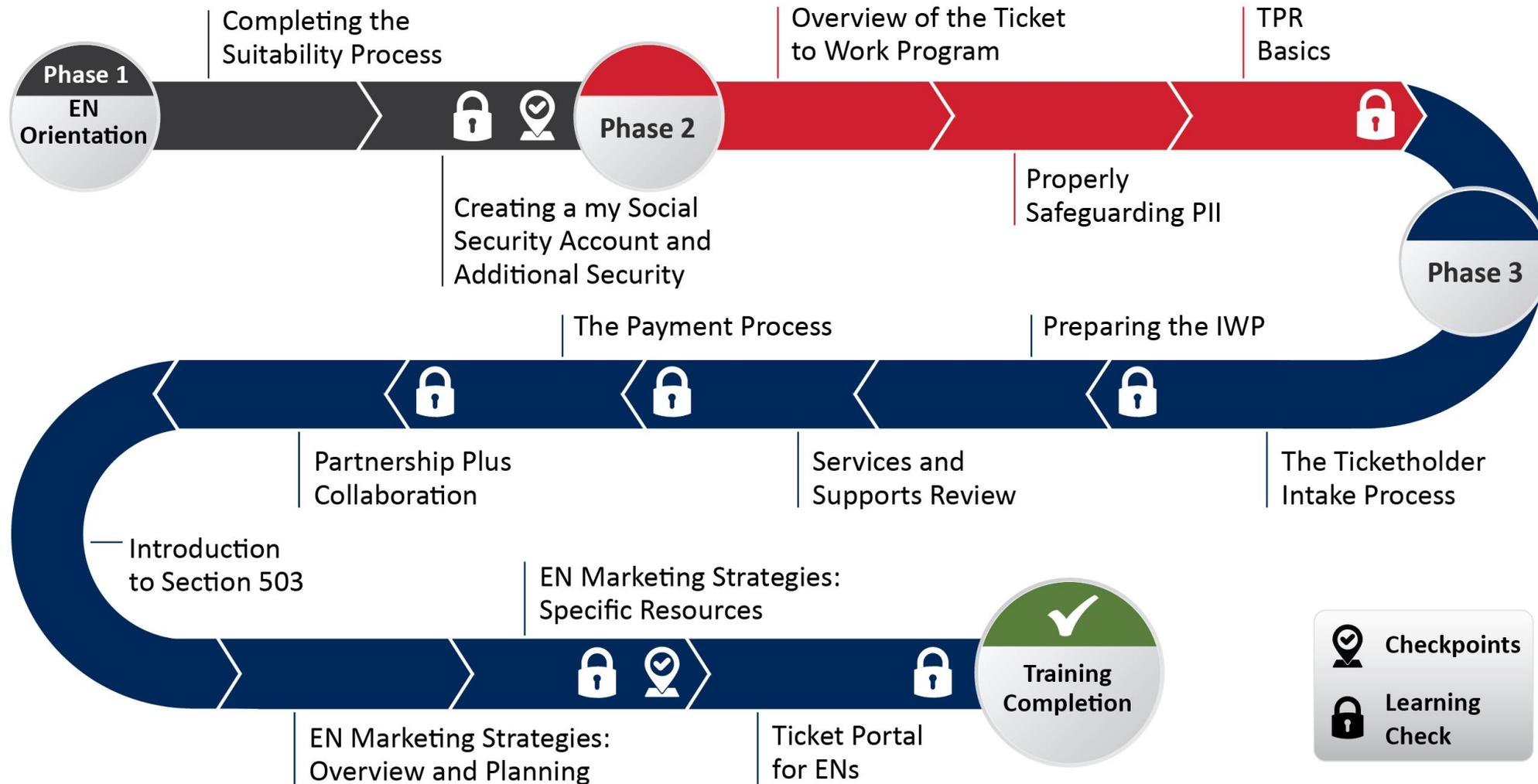
EN Development and Training Manager

Social Security Administration's Ticket to Work Program

Training Curriculum Learner Pathways

- Implementation date - April 1, 2023
 - Learning Management System - BRIDGE
- TPA Change form to initiate training
 - Main Point of Contacts
 - If a Signatory Authority participates in the day-to-day operations of the EN, they need to complete the Program/Ticketholder Contact training curriculum learner pathway.
 - Ticket Portal Users
 - The EN designates their Ticket Portal Users based on their business need. EN staff will be enrolled in this training curriculum regardless of their role at the EN.
 - TPA Change form per Portal User – Section Four (page 9)
- Website and training resources updates

Learner Pathway - Ticket Portal User

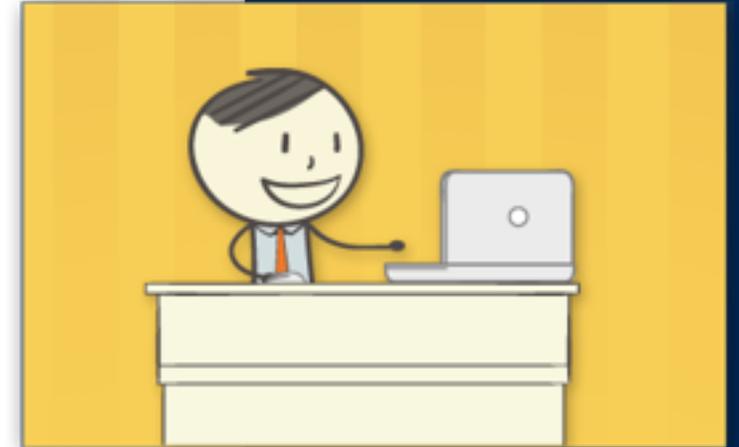


Additional Resources

- EN staff may access training in Your Ticket to Work website [Service Provider Foundations Learning Modules - yourtickettowork.ssa.gov](https://yourtickettowork.ssa.gov)

Supplemental Training

- TPM will start offering group training sessions on a variety of topics. Stay tuned for more information!



Ticket to Work Program Outreach

Jayne Pendergraft

Director, Communications and Outreach

Social Security Administration's Ticket to Work Program

Ticket to Work Program Outreach

- The Ticket Program Outreach Team promotes the Ticket to Work Program to eligible beneficiaries.



Ticket to Work Success Stories



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 “How Will Work Affect My Medicaid or Medicare Benefits” on April 26 from 3-4:30 p.m. ET.
 - TPM sends sample social media posts for ENs to share every month via GovDelivery.



Upcoming Webinars

- **May 24: Ticket to Work for America's Veterans:** This webinar will discuss pathways to employment for people who receive both Social Security disability and Veterans disability benefits.
- **June 28: Ticket to Work for People with a 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 groups to receive disability benefits.
- **July 26: Reasonable Accommodations and the Path to Employment:** A guest presenter will provide information on how to succeed in the workplace with reasonable accommodations. Always a popular webinar, this presentation recognizes the anniversary of the signing of the Americans with Disabilities Act.

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 **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.
- **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.



Jessica's Story

- Born with cerebral palsy, Jessica felt stigmatized her whole life. After getting her Master's degree, she was eager to enter the workforce.
- Jessica connected with The Choice Group, a Virginia-based EN that would help her plan a career, learn about the impact of earnings from work on her disability benefits, and navigate a job hunt.
- Jessica landed a position at Virginia Counseling Associates where she works with clients of all ages, addressing the symptoms of mental illness.



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 successstories@choosework.ssa.gov.



Stay in Touch

- Like us on [Facebook](#)
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- Subscribe to [GovDelivery](#) updates
- Subscribe to [Choose Work! Blog](#) updates
- Email socialmedia@choosework.ssa.gov



Questions



TICKET
to **Work**

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 and your mic will be unmuted by the Facilitator

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

Next Quarterly All EN Call

- Next call will be on **Tuesday, August 22, 2023**, at 1 p.m. ET
- Send topic suggestions for All EN Calls to:
ENOperations@yourtickettowork.ssa.gov