



TICKET *to* **Work**

Quarterly All Employment Network (EN) Call

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

Date: August 22, 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 – **Robert Pfaff**
3. Beneficiary Satisfaction Survey – **Mike Anzick**
4. Best Practices for Reporting Work Activity – **Charles Killen**
5. EN Updates and Reminders – **Erinn Weidman**
6. Program Integrity Update – **Mary Kay Murphy**
7. Training Updates – **Ana Morales**
8. Communications and Outreach Updates –
Jayne Pendergraft
9. Question and Answer Session

Social Security Welcome

Robert Pfaff

Director, Office of Employment Support (OES)

Social Security Administration

Social Security Welcome

▪ Welcome to New ENs

- Employment Support Services - NV
- Newton Services Foundation – MI
- Empath LLC – VA
- Prospectus Associates Inc. – PA
- Empower Us – NV
- APL Associates Holding LLC - NJ

Beneficiary Satisfaction Survey

Mike Anzick

Senior Advisor, Office of Employment Support (OES)

Social Security Administration

Objectives of the Beneficiary Satisfaction Survey

The Beneficiary Satisfaction Survey will collect information from beneficiaries who have used the Ticket to Work Program (i.e., Ticket Users) to help SSA:

- Measure beneficiary satisfaction with their Employment Networks (ENs)
- Ensure effective provision of services by ENs
- Provide data to prospective service recipients as they select ENs

Survey Data Collection

- We plan to start survey data collection in October 2023.
- Randomly sampled beneficiaries will receive a letter inviting them to complete the survey online.
- Only sampled beneficiaries are eligible to participate.
- The survey will take on average 10 minutes or less to complete.

How Can ENs Help?

- Beneficiaries who receive the invitation to participate may contact their ENs to verify the authenticity of the survey. Please confirm the survey's authenticity and encourage sampled beneficiaries to participate in the survey.
- We will provide ENs with a Frequently Asked Questions (FAQs) document that ENs can use to help encourage beneficiaries to participate.
- ENs can also direct beneficiaries to the survey's toll-free number if they have questions or prefer to complete the survey over the telephone.

Best Practices for Reporting Work Activity

Charles Killen

Office of Research, Demonstration, and Employment Support

Policy and Innovation Team

Social Security Administration

Quarterly All EN Call

Work, Wage and Earnings Reports for Beneficiaries and Recipients of SSDI and SSI ... and Other Reminders.

- Initial reminders
 - Staffing
 - Overpayments
 - Benefits Planning Query (BPQY)
- Beneficiaries of SSDI benefits (SSDI, CDB, DWB) and SSI should make initial reports of work directly to Social Security via phone, mail or in person.
- Wage Reporting for beneficiaries of SSDI
- Wage Reporting for recipients of SSI
- Final reminders

EN Updates and Reminders

Erinn Weidman

Social Insurance Specialist, Office of Employment Support

Social Security Administration

Cloud-Based Solutions Approval Process

- ENs that would like to utilize cloud technology to store Ticketholder data must comply with all information security and privacy requirements outlined in Part III, Section 12 of the TPA.
- All cloud-based solutions must be FedRAMP approved.
- ENs can find a list of cloud-based solutions with FedRAMP authorization on the FedRAMP website (<https://marketplace.fedramp.gov/#!/products?sort=productName>).
- ENs must send verification of the service they have and intend to use to SSA for approval.
- ENs should not store anything in the cloud until and unless they receive approval from SSA in writing.

APOR Documentation - Request for Approval

- ENs were asked to submit the following forms and documentation for approval as part of the 2023 APOR:
 - Benefits counseling certifications
 - Work from home requests
 - Partnership Plus agreements
- Email notifications of either approval or denial have now been sent to all ENs.

Quarterly All EN Call

APOR Documentation - Approval Request GovDelivery Message

- ENs must submit the following forms and documentation to SSA for approval:
 - Work from home requests
 - Benefits counseling certifications
 - Cloud-based solution verifications
 - Partnership Plus agreements

- To enable the EN Service Helpdesk to respond more quickly, include “Approval Request” in the subject line of your email.

- As always, ENs should also include their Provider Identification (PID) number in the subject line of all emails sent to the EN Service Helpdesk (ENService@ssa.gov).

Program Integrity Updates

Mary Kay Murphy

Program Integrity Senior Quality Manager

Social Security Administration's Ticket to Work Program

How to Include the Discussion Summary on the IWP

Use [IWP Form SSA-1370](#)

If there are no other Terms and Conditions identified for the Ticketholder, you can add the Discussion Summary under Part Three, number 15, of the same form.

Create the Discussion Summary as a separate document that includes:

- EN Name
- EN Provider ID
- Ticketholder Name
- Social Security Number
- Discussion Summary

Signatures are not required. The Discussion Summary document must be maintained with all other Ticketholder records and be available upon request by SSA or the Ticket Program Manager.

Note: ENs that do not currently use Form SSA-1370 can update their IWP template to include a Discussion Summary section or use a separate document as mentioned above.

Ticket Assignment or Unassignment Issues

To expedite EN requests to investigate and resolve Ticket assignment and unassignment issues, Program Integrity requires the Ticketholder's name and Social Security number. To avoid a PII violation, these requests must be emailed through GSO or faxed to TPM at 703-893-4020 and contain the following information:

Ticket Assignment Issues

- EN Name
- EN PID
- Ticketholder Name
- Ticketholder SSN
- IWP (signed and dated)
- Nature of the Ticket Portal Error
- Requestor contact information

EN Unassignment Requests

- EN Name
- EN PID
- Ticketholder Name
- Ticketholder SSN
- Unassignment Request Date
- Reason for Unassignment
- EN Signature and Date

Training Updates

Ana Morales

EN Development and Training Manager

Social Security Administration's Ticket to Work Program

EN Guide for Working with Ticketholders

New resource with tips and details about:

- Conducting a thorough Intake discussion with a Ticketholder
- Creating and updating a detailed Individual Work Plan (IWP)
- Assigning and unassigning Tickets
- Preparing for IWP and Services and Supports Reviews

[EN Guide for Working with Ticketholders](#)



EN Essentials

The Ticket to Work (Ticket) Program began hosting EN Essentials learning events on July 12, 2023, for ENs staff seeking to enhance their EN performance and compliance with Ticket Program policies. The learning events build upon the initial EN Service Provider Foundations training and feature new resources, best practice strategies and other helpful information.

EN Essentials events are presented via Microsoft Teams. To participate, ENs can join the events using login information they will receive by email prior to the event. There is no need to register in advance.

Archived materials for each event (audio, transcripts, and webinar presentations) are posted on the Your Ticket to Work website.

EN Essentials

Past event:

- Aligns with the Ticketholder Intake information included in the guide:
 - July 12: Optimizing Ticketholder Intake

Upcoming learning events:

- Aligns with the Ticketholder IWP content included in the guide:
 - August 23: Developing and Maintaining Successful Individual Work Plans (Part 1)
 - September 20: Developing and Maintaining Successful Individual Work Plans (Part 2)

Ticket Program Agreement (TPA) Change Form

- Reminders for the EN Service Team to efficiently process TPA Change Forms:
 - When submitting the form, please complete only the sections that are relevant to the request, not the complete form. Always include your PID, EN name and signature portions.
 - One purpose of the form is to add and remove Portal users. EN Service needs to receive the form to remove users.
 - Include your PID and EN name in the subject line of each email and submit all changes in the TPA change form instead of the body of an email.
 - Please use the Section 7 – Additional Information and signatures to clarify additional relevant information regarding updates to your EN TPA section.
 - If you have any questions or comments related to the form, please contact ENService@ssa.gov

Ticket to Work Program Outreach

Jayne Pendergraft

Director, Communications and Outreach

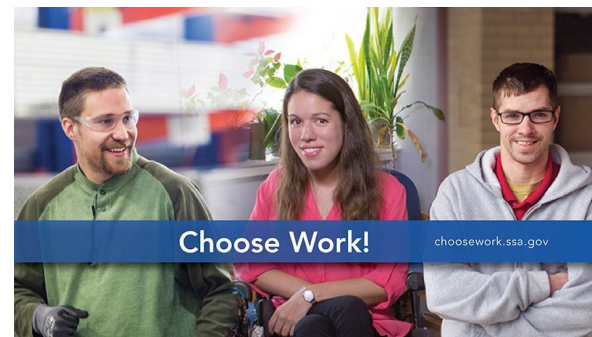
Social Security Administration's Ticket to Work Program

Ticket to Work Program Outreach

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



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



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 “5 Frequently Asked Questions About Working While You Receive Benefits” on August 23 from 3-4:30 p.m. ET. Follow this link to register for upcoming WISE Events <https://choosework.ssa.gov/wise/>
 - TPM sends sample social media posts for ENs to share every month via GovDelivery.

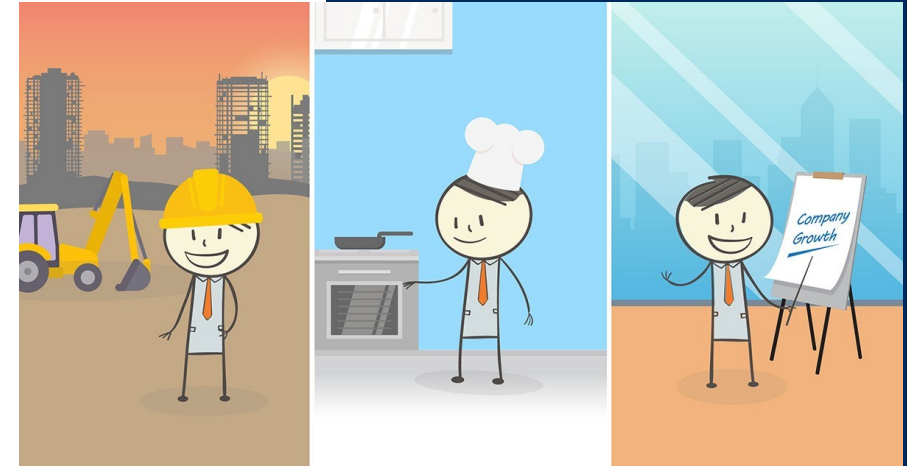


Choose Work Social Media

- 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.



Make the Most of Your Ticket: Work with Your State VR Agency and an Employment Network

- Amy and Jason wanted to stop relying on their Social Security disability benefits and earn a good living for themselves, so they contacted their state VR agencies. Through them, they started their journey to financial independence.
- When it was time for services with their VR agencies to end, they knew they wanted to receive more supports while they continued working. Their VR agencies told them about the Ticket to Work Program and how they could connect them with an Employment Network to receive continued supports and services they needed while on the job.



Make the Most of Your Ticket: Work with your State VR Agency and an Employment Network

- If you would like to share information in your state about how Partnership Plus relationships can work, we encourage you to share this story. It can be a tool for both ENs and Ticketholders when they work with their VR agencies and help provide awareness about the Ticket Program.
- If you do not have Partnership Plus relationships in your state, this story can help you demonstrate its effectiveness to the people you need to build relationships with.
- To learn more about Partnership Plus, contact enoperations@yourtickettowork.ssa.gov.



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](#)
- 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



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 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, November 7, 2023**, at 1 p.m. ET
- Send topic suggestions for All EN Calls to:
ENOperations@yourtickettowork.ssa.gov