



TICKET to Work

Quarterly All Employment Network (EN) Call

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

November 28, 2023



Logistics

- Please 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: ENOOperations@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, 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!

Agenda

1. Logistics & Agenda Review – **Derek Shields**
2. Social Security Welcoming and Remarks – **Robert Pfaff**
3. Ticketholder Engagement Update – **Patrice McLean**
4. Access to the National Employment Team (NET)/ Talent Acquisition Portal (TAP) and availability of Microsoft Training – **Mike Corso**
5. Beneficiary Satisfaction Survey – **Mike Anzick**
6. Updated WIPA Referral Process at the Help Line – **Candra McLaughlin**
7. Best Practices for Reporting Work Activity – **Charles Killen**
8. EN Updates and Reminders – **Erinn Weidman**
9. Question and Answer Session

Social Security Welcoming and Remarks

Robert Pfaff

Director, Office of Employment Support (OES)
Social Security Administration

Welcome to New ENs

- Workforce Development Board of Solano County – CA
- Royal Journeys LLC – ID
- A Path to Success LLC – IA
- NTI DBA LandAJob – MA
- IBI Works – MO
- Roberto Lopez Araiza Mendez DBA Hero Cleaning Services – CA
- Rubi's LLC DBA Rubi's Positive Empowerment - CO

Social Security Remarks

- Status of SSA Commissioner
 - Martin O'Malley Senate Confirmation Hearing:
[Senate Finance Committee Considers Martin O'Malley's Nomination To Be Social Security Commissioner - YouTube](#)
- SSA Hearing on Overpayments
[Social Security Subcommittee Hearing: Protecting Beneficiaries from the Harm of Improper Payments - YouTube – Scroll to 5:52](#)
- Ticket/Policy Newsletter
- Internal Training for SSA Operations and Teleservice Center Staff
- Return of SSA's Quarterly Meetings with Area Work Incentives Coordinators

Ticketholder Engagement Update

Patrice McLean

Deputy Director, Office of Employment Support (OES)
Social Security Administration

Access to the National Employment Team (NET) / Talent Acquisition Portal (TAP) and availability of Microsoft Training

Michael Corso

President

disABLEDperson Inc.

Abilities to Careers Technical Virtual Learning Platform

ACT-VLP is a video based, instructor led and supported learning environment through a private-public sector partnership that includes State VR agencies, disABLEDperson Inc., CSAVR and The NET, and SkillSoft.



ACT-VLP

- The ACT-VLP offers on-demand, online video instructor led training focused on high demand skill sets that support candidates in their career path in Technology and Business. The platform will provide candidates access to a variety of career tracks in Technology and Business through a series of stackable credentials leading to competitive integrated employment.
- The learning platform www.disABLEDperson.percipio.com has received high praise for its accessibility. The platform is also multilingual in its closed captions.



ACT-VLP, *Cont.*

- Annual cost to our learning is \$500. Note: Exam vouchers are NOT paid for by disABLEDperson Inc. Artificial Intelligence Interactive learning in many IT courses is also available. Should consumers wish to utilize this interactive functionality, there will be an additional annual cost of \$38.
- “In Demand” courses leading to Certifications that will stand out to employers
- Technology and Business Career Tracks for People with Disabilities
- Badges and Certificates of Completion from ACT-VLP



ACT-VLP, *Cont.* 2

- ACT-VLP offers a full range of IT certification preparation courses as well as IT career pathways.
- ACT-VLP offers a wide range of business courses, certifications and career pathways.



ACT-VLP, *Cont. 3*

disABLEDperson Inc. a 501 (c) 3 Public Charity
since 2002.

In partnership with CSAVR

Contact Mike Corso at:

Mike@disABLEDperson.com or
call 760-420-1269



Talent Acquisition Portal

Joint Venture between disABLEDperson Inc. and
CSAVR

Streaming over 400,000 jobs across the U.S.

Over 32,000 active job candidates

Interactive between Jobseekers, Counselors, and
Employers

Talent Acquisition Portal®

Talent Acquisition Portal, *Cont.*

- Offered FREE as a public service to Employment Networks.
- To enroll your EN, please send an email to Mike@disABLEDperson.com
- Needed information is the EN's name, lead individual and their email address.
- Training available directly on the site at <https://tapability.org/training>
- Any questions, please contact Mike Corso
- Mike@disABLEDperson.com #760-420-1269

Questions-Session #1

Asking Questions, *Session #1*

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.

Beneficiary Satisfaction Survey

Mike Anzick

Senior Advisor, Office of Employment Support (OES)
Social Security Administration

2023 Beneficiary Satisfaction Survey

- Online survey was launched November 13, 2023
 - Recipients also have an option to respond via telephone
- Invitations were sent to a random sample of Ticketholders via mailed letters
- Invitations will be mailed in waves of 10,000 every one to two weeks
- Reminder letters will be mailed to follow up
- Goal is to achieve 5,000 completed surveys by the data collection closeout date of January 29, 2024
- Extensive promotion conducted through GovDelivery, Social Media, Websites, Stakeholder Letters
- ENs requested to encourage beneficiaries to complete the survey and verify its legitimacy

Updated WIPA Referral Process at the Help Line

Candra McLaughlin

WIPA & PABSS Project Officer, Office of Employment Support (OES)
Social Security Administration

Extended Period of Eligibility (EPE) / 36 Month Re-entitlement Period

Charles Killen

Policy and Innovation Team, Office of Research, Demonstration, and Employment Support,
Social Security Administration

Extended Period of Eligibility – The Basics

- 1) Trial Work Period (TWP)
- 2) Substantial Gainful Activity (SGA)
- 3) Extended Period of Eligibility (EPE)
- 4) Unsuccessful Work Attempt (UWA)
- 5) Averaging Earnings
- 6) Cessation Month and Grace Period
- 7) Expedited Reinstatement (EXR)

Trial Work Period (TWP) *DI 13010.035*

- Allows SSDI beneficiaries time to test their ability to work.
- 9 Months, not necessarily consecutive.
- “Rolling” 60-month period.
- Full SSDI benefit continues regardless of earnings.
- Months with \$1,110 in gross earnings (2024) or more than 80 hours of self-employment are considered TWP months.
- Cannot begin before the month of entitlement or the month of filing, whichever is later.

Substantial Gainful Activity (SGA)

DI 10501.001

SGA means the performance of significant physical and/or mental activities in work for pay or profit, or in work of a type generally performed for pay or profit, regardless of the legality of the work.

- If the impairment is anything other than blindness, earnings in 2024 averaging over \$1,550 a month generally demonstrate SGA.
- The SGA amount in 2024 for blind individuals is \$2,590.
- SSI only uses SGA as a measure of work during initial claims.
- SSDI uses SGA throughout the life of the claim.
- Exclude nonwage earnings (sick pay, vacation pay, etc.).

Extended Period of Eligibility (EPE)

DI 13010.210

- The EPE begins the month after the Trial Work Period (TWP) ends, even if the individual is not working that month.
- The first 36 months of the EPE is the **re-entitlement period**.
- During the re-entitlement period:
 - If work or monthly earnings are below SGA, benefits are payable;
 - If work or monthly earnings are above SGA, benefits are suspended.
- EPE ends with the later of:
 - The month before the first month of SGA earnings after the re-entitlement period, or
 - The second month after the month of disability cessation due to SGA.

Extended Period of Eligibility (EPE) DI **13010.210**

Cessation Month and Grace Period:

- Cessation Month - the first month of work or monthly earnings exceed SGA after the end of the TWP
- Grace Period - the two months immediately following the cessation
- Termination month - first month of SGA outside of the 36-month EPE

NOTE: Benefits are paid for the cessation month and the grace period, whether or not the beneficiary is earning over SGA.

Unsuccessful Work Attempt (UWA)

DI 10501.055

A UWA is an effort to do work, in employment or self-employment, which is stopped or reduced to below the SGA level after a short time (within 6 months) because of:

- The impairment, or
- Removal of special conditions related to the impairment that is needed to help the individual work.

Averaging Earnings DI 10505.015

- A technician may average earnings when:
 - Monthly countable earnings fluctuate above and below the SGA earnings thresholds.
 - Evaluating SGA as part of the initial claims process.
 - Determining IF disability ceases due to work activity in a work continuing disability review.
- A technician will not average earnings when determining:
 - TWP service months. (TWP months may be included in an averaging period to determine SGA activity in the EPE.)
 - Payment months during the EPE *after* a cessation due to work activity has occurred.
 - Payment months during the Initial Reinstatement Period (IRP) in expedited reinstatement (EXR) cases.

After EPE ...

Expedited Reinstatement (EXR) *DI 13050.001*

EXR is a safety net when cash benefits end because of work. If SGA level work ends because of a disability, we may be able to restart benefits right away if:

- The individual is unable or becomes unable to perform SGA in the month of application.
- Disability is the same as or related to the prior disability, and
- The request is made within 5 years of when benefits end.

How does EXR help?

- The EXR provision allows up to 6 months of temporary cash benefits while we conduct a medical review to decide if we can reinstate benefits and may also be eligible for Medicare and/or Medicaid during this provisional benefit period.

EN Updates and Reminders

Erinn Weidman

Social Insurance Specialist, Office of Employment Support (OES)
Social Security Administration

Questions-Session #2

Asking Questions, Session #2

Over the Phone:

- Raise your hand by dialing *5 and you will be unmuted by the Facilitator
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MS Teams:

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

Next Quarterly All EN Call

- Next call will be on **Tuesday, March 19, 2024**, at 1 p.m. ET
- Send topic suggestions for All EN Calls to:
ENOperations@yourtickettowork.ssa.gov

Upcoming events:

- December 20, 2023, 3:00 p.m. ET
 - WISE: How Will Work Affect My Social Security Disability Benefits?
- January 23, 1:00 p.m. ET
 - EN Essentials – Annual Performance Outcome Report and Form 222, Security Awareness – Contractor Personnel Security Certification