

Welcome

Derek Shields, Moderator, Ticket Program Manager (TPM)

Derek welcomed everyone to the call and greeted new Employment Networks (EN) that joined the Ticket to Work Program since the last All EN Call:

- AATakeCharge Milestone LLC – Texas
- AAATakeCharge – Texas
- Vocational Consulting of Ohio LLC – Ohio
- ACCESS Group Inc. – Arkansas
- Selective Case Management Inc. – Michigan
- Resume Solutions LLC – Texas
- My Ideal Job LLC – Connecticut

Social Security Welcoming and Remarks

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

Robert Pfaff welcomed everyone and provided the following updates:

- The Senate confirmed Martin O'Malley as the new SSA Commissioner early this year. One of his new initiatives is Security Stat, which is designed to implement data decision-making for evaluating and solving operational and systems issues to improve Social Security customer service and waiting times.
- The Social Security New Kansas City Region will provide a SSA Operations liaison partnership with the Ticket to Work Program.
- Social Security implemented a newsletter targeted to Field Operations staff called "Your Ticket to the Red Book." It provides an overview of the Ticket to Work Program and offers Field Office staff information from the Red Book. One example is the Benefits Planning Query (BPQY). This newsletter addresses concerns we have received from Ticket Program service providers about sharing Ticket to Work knowledge with Field Office staff.
- Quarterly Call for Area Work Incentives Coordinators (AWIC). SSA is implementing quarterly calls with AWICs to discuss and disseminate information about the Ticket Program. Social Security successfully hosted the first call last week, where Charles discussed the SSA 821 form and provided information.
- Internal Training for Social Security Operations and Teleservice Center Staff:- Social Security is develop training topics and offering them on their current video training platform. They are adding short segments of information related to the Ticket Program to the training video staff regularly receive. The first topic was about the Benefits Planning Query (BPQY) and its importance for Ticketholders.

Overview of the Ticket Evaluation

Ellie Stinnett, Economist, SSA Office of Research and Demonstration

Social Security has hired Mathematica to evaluate the Ticket to Work Program. Mathematica will be conducting listening sessions with ENs, VR agencies, and beneficiaries, and will contact them directly to participate. The purpose is to understand individual experiences of both service providers and beneficiaries. Ellie asked service providers to let Ticketholders know they may be contacted and that this project is legitimate. The listening sessions will not be the only opportunity to participate as Mathematica will contact more service providers as part of this research later in the evaluation process.

Expedited Reinstatement (EXR)

Charles Killen, Policy and Innovation Team, Office of Research, Demonstration, and Employment Support (SSA)

Charles shared information about Expedited Reinstatement (EXR) vs. New Initial Claim. EXR is a safety net for people who successfully return to work and lose their entitlement to SSDI or SSI. EXR allows beneficiaries to request benefits without filing a new application. He covered topics that relate to EXR, including protective filing, insured status, definitions of disability, retroactivity, monthly benefit amount, provisional payments, Medicare, future work attempts, and the Initial Reinstatement Period (IRP).

For more information about this topic, please read the slides or listen to the audio, which include detailed information and the question/answer session.

EN Updates and Reminders

Erinn Weidman, Social Insurance Specialist (SSA)

Erinn discussed the following:

- Annual Performance Outcome Report (APOR) and Security Awareness Training Certification form 222: Erinn thanked ENs for their participation and informed them that the process closed on February 26. Social Security received positive feedback about the abbreviated APOR version. Next year, Social Security will stress that the Security Awareness forms (Form SSA-222 and the Addendum) must be signed during the collection period. The SSA team is currently reviewing APOR and Security Awareness documents for all ENs. If ENs do not hear from EN Service, it means the documents have been accepted.
- Reporting Data Breaches: As part of Social Security's effort to send routine reminders about EN responsibilities for protecting Personally Identifiable Information (PII), ENs should refer to GovDelivery Message, *TPA Section 8 Clarification/ Reminder*, sent on March 18. ENs must establish and abide by their own policy and procedures to protect PII. ENs are responsible for implementing SSA's prescribed procedures for reporting

lost, compromised, or potentially compromised PII outlined in Part IV, Section 8.C.3 of the Ticket Program Agreement (TPA). Please contact ENService@ssa.gov with any questions concerning protecting and reporting the loss, compromise, or potential compromise of PII.

Program Integrity Updates

Tiffany Beamon, Program Integrity Sr. Supervisor (TPM)

Tiffany discussed the following:

- [Ticket Assignment Review \(TAR\)](#): Newly awarded ENs are required to submit 10 compliant Individual Work Plans (IWP) to Program Integrity before they are given access to assign Tickets via the Ticket Portal. Note: New employees of an EN are not required to submit IWPs for review, unless the EN is on TAR.
- [EN Unassignment Request Template](#): For use when EN is unable to unassign Ticket via the Ticket Portal. Template includes all information needed to process a Ticket unassignment request. [EN Ticket Unassignment Request Template](#)
- [Ticket Assignment Reminders](#):
 - Tickets should be assigned via the Ticket Portal immediately but no later than 14 calendar days from the most current Individual Work Plan (IWP) signature dates.
 - ENs receiving an error when using the Ticket Portal to assign Tickets should promptly send the IWP to Program Integrity via Government Services Online (GSO) or fax to 703-893-4020 for assistance.
- [IWP Submission Coversheet](#): ENs send IWPs to Program Integrity for multiple reasons (i.e., error assigning via Ticket Portal, ENs on TAR, Services & Supports). IWP Submission Coversheet was developed to ensure the IWP is directed to the appropriate person. [IWP Submission Coversheet](#)

Questions/Answers

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

Next Quarterly All EN Call

The next All EN Call is scheduled for Tuesday, June 18, 2024, at 1:00 p.m. ET.