



TICKET *to* **Work**

Quarterly All Employment Network (EN) Call

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

June 18, 2024





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Quarterly All EN Call Logistics

- Per the Ticket Program Agreement (Part III, Section 11 subsection I), EN staff are not permitted to record this meeting nor capture the transcript.
- 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, click on "More ," and go down the list to "Language and Speech" and select "Turn on live captions".
 - When using the link option, paste the link in the browser and it will open a separate window to view Closed Captions.

Thank you in advance for your participation!

Agenda

1. Logistics & Agenda Review – **Derek Shields**
2. Suitability Update – **Vernon Collins**
3. Question and Answer Session #1
4. Unique Entity Identifier (UEI) Update – **Natalie Sendldorfer**
5. EN Updates and Reminders – **Erinn Weidman**
6. Impairment Related Work Expenses – **Charles Killen**
7. Question and Answer Session #2

Welcome to New ENs

- Respectable Results LLC – TN
- Amy Kutschbach DBA Ticket to Work Assist – FL
- Transitional Community Services – NC
- Quest Employment Services Inc. – TX

Suitability Updates

Vernon Collins

Supervisory HR Specialist

Social Security Administration

EN Contractor Suitability – Submission Process

- Please make sure all Suitability submissions are password protected when sending to DCHR.OPE.Suitability@ssa.gov.
- **Required forms:**
 - eApp Applicant Listing (you can list all applicants on the same form)
 - OF306 (make sure you are using the August 2023 version)
 - *Applicants born outside of the United States must provide the following depending on their current citizenship status:
 - U.S citizens – provide a copy of U.S. Passport
 - Aliens – provide current work authorization document
- **Tips to avoid delays:**
 - Make sure the OF306 form is completely filled out and all information provided for yes answers to questions 9-14.
 - Submit any payment plan documentation upfront with the initial request (Federal Taxes, Student Loans).
 - Include any pertinent court documentation for recent arrest (disposition, probation completion, etc.).
 - For any negative military discharge, include a copy of your DD-214.
 - If you complete the process out of order (fingerprints before eApp), alert us right away.

EN Contractor Suitability – Transition from e-QIP to eApp

- As of December 1, 2024, eApp replaced the functionality previously provided by e-QIP.
- With eApp, applicants receive two separate Account Creation emails from donotreply@nbis.mil address. One contains the following information: User ID, Form Added, Organization Name, and Link with instructions. The other email has the applicant's Temporary Password and link with instructions.
- Applicants must click the link, enter User ID, Temporary Password, and last four digits of Social Security number.
- Applicant will then be required to create a unique password.
- After creating their unique password, the applicant receives an NBIS One-Time Passcode email, containing the User ID, the one-time passcode (6 digits), and link.
- Applicant must click on the link provided in the email, and enter User ID, unique password, and one-time passcode.
- Once applicant successfully logs-in, the "Welcome to NBIS" page will display, and the applicant can begin completing the standard form by clicking the forms.

EN Contractor Suitability - Informational

- We have heard your feedback and will assign each Employment Network a Point of Contact (POC) to contact in lieu of sending anything but applicant submissions through the Contractor Team mailbox:
 - Status checks
 - Departures
 - Change in Point of Contact for the EN
- If an applicant's SSN or DOB is incorrect in the eApp system, contact your POC instead of calling the NBIS Help Desk to correct.
- If an applicant did not get the emails to log into the system, contact your POC instead of calling the NBIS Help Desk.
- We are aware of some system glitches with the initiation emails to the POCs and are working to fix the issue.
- The Suitability letter we send out is just the beginning of the investigation process:
 - Unacceptable returns
 - Final adjudication

Question and Answer 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 first name, EN name and ask your question.

Unique Entity Identifier (UEI) Update

Natalie Senddorfer

Employment Network Service Specialist

Social Security Administration

Unique Entity Identifier (UEI) Update

- ENs with multiple business models are no longer required to have a separate UEI number for each model.
- SAM no longer considers different EN business models as separate unique entities, unless the additional business model has a different physical address or date of incorporation.
- If you are combining your models under one UEI, please contact ENService@ssa.gov Attn: Natalie, so that we can properly update SSA's system.
- Questions? Please contact ENService@ssa.gov.

EN Updates and Reminders

Erinn Weidman

Social Insurance Specialist, Office of Employment Support (OES)

Social Security Administration

EN Updates and Reminders

- **SSA-EN-RFA-24-0002 Request for Application (RFA) updates**
 - Clarifications and updates were made to the following sections:
 - Part III, Section 1.B.2.c.(3).iii. – Administrative EN (AEN) Business Model
 - Part III, Section 1.B. NOTE. & Part III, Section 4.C. – Unique Entity Identifier (UEI)
 - Part III, Section 8.A.2. – EN Reporting Requirements
 - Part IV, Section 5 – Security and Suitability Requirements
- **Tri-annual employment verification process updates**
 - SSA will verify the employment of EN employees during the following times each calendar year:
 - February (the annual security awareness certification)
 - June
 - October
 - More information about the updated process to come soon!

Impairment Related Work Expenses (IRWE)

Charles Killen

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



Impairment Related Work Expense (IRWE)

Definition:

An IRWE is an expense for an item or service that is incurred because of a physical or mental impairment, and which is directly related to enabling the person to work.

Essentials of IRWE:

- The expense must be related to the disabling condition.
- The expense must be necessary for work.
- The expense must be paid for by the beneficiary 'out-of-pocket'.
- The expense CANNOT be reimbursed by a third party (i.e., insurance, Medicare, Medicaid, VR, another person, etc.).



Impairment Related Work Expense

The physical or mental impairment must be:

- One that the Disability Determination Services established as the medical basis of disability, OR
- Any other impairment that is being treated by a physician or health care provider.



Impairment **Related** Work Expense

The expense must be related to a condition being treated by a health care provider. The provider must be a licensed or registered professional.



Impairment Related **Work** Expense

The need for an impairment-related item or service is established where a person's disability is sufficiently severe to result in functional limitations requiring assistance in order for them to work.



Impairment Related Work **Expense**

The cost for the item or service must be reasonable. Generally, the cost will be considered reasonable if it does not exceed the standard or 'normal' cost for the item or service in the person's community.

An expense for an item established as an IRWE may include:

- Purchase of the item
- Installation of the item
- Maintenance of the item
- Repair of the item



IRWE Examples

Examples include, but are not limited to the following:

- Attendant Care Services
- Medical Equipment
- Service Animals
- Transportation
- Medication, Drugs and Services



Attendant Care Services

- Attendant Care at work or to and from work
- Attendant Care at home
- Attendant Care by a Family Member



Medical Equipment

Durable medical devices designed for repeated use, are primarily used to serve a medical purpose.

Certain non-medical appliances may be deducted as an IRWE if they are verified to be impairment related, and medically necessary because it is essential for the control of the disability both at home and at work.

Items used for physical fitness are generally NOT deductible unless they are prescribed by a healthcare provider and determined necessary to enable the person to work.



Service Animal

Expenses paid by a person with a disability in owning a guide dog or other service animal are deductible as an IRWE if the animal enables the person to overcome functional limitations to work.

The animal does not have to meet the ADA definition of a service animal, however, need and medical necessity must be documented.



Transportation

Transportation costs paid by a person with a disability for travel to and from work are deductible if certain conditions are met:

- Modified vehicle
- Unmodified vehicle
- Ride Shares, Taxi, etc.



Medication, Drugs and Services

Payments are deductible if the items or services are prescribed and necessary for control of the disability to enable the person with the disability to work.

- Prescription Drugs
- Over-the-counter medications
- Medical supplies and services
- Health Care provider visits (cost, co-pay, etc.)
- Diagnostic procedures



Examples of non-deductible expenses

Examples include, but are not limited to the following:

- Routine annual physical examinations
- Routine optician services
- Routine dental examinations
- Health Insurance Premiums
- Prescription drugs that are a violation of Federal law (i.e., medical marijuana) cannot be deducted as an IRWE, even if allowed by State law.
- Standard uniforms



Distributing the Expense

- Recurring monthly expense
- Recurring non-monthly expense
- Non-recurring expenses
- Down Payment for an impairment related item or service
- Rentals or Leases for impairment related items



IRWE Calculations

Example 1:

- Beneficiary is earning \$1600.00 per month in gross wages.
- Their monthly co-pay for his medications is \$75.00.
- Countable income for SGA determination ($\$1600 - \$75 = \$1525$)

Example 2:

- Beneficiary is earning \$1600.00 per month in gross wages.
- They make a *down payment* of \$600 in 01/2024. Recurring payments of \$500 per month beginning 02/2024.

Month	Wage	IRWE	Cntble
01/24	\$1600	(\$600)	\$1000
02/24	\$1600	(\$500)	\$1100
03/24	\$1600	(\$500)	\$1100
Cont'd	\$1600	(\$500)	\$1100

OR

Month	Wage	IRWE	Cntble
01/24	\$1600	(\$508)	\$1092
02/24	\$1600	(\$508)	\$1092
03/24	\$1600	(\$508)	\$1092
Cont'd	\$1600	(\$508)	\$1092



Proof and Documentation

Proof of payment will always be necessary. Other documentation may be needed depending upon the item or service.

- Proof of Payment:
 - Paid receipts
 - Canceled checks
 - Itemized bank/card statements
 - Provider print-out

- Proof of Medical Necessity:
 - Letter, or other documentation from a health care provider

- Proof of correlation to work activity:
 - Letter, or other documentation from a health care provider
 - Statement regarding work activity (beneficiary, employer, VR counselor, etc.)

Question and Answer Session #2

Asking Questions - Session #2

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 first name, EN name and ask your question.

Next Quarterly All EN Call

- Next call: **Tuesday, September 17, 2024**, at 1:00 p.m. ET
- Send topic suggestions for All EN Calls to:
ENOperations@yourtickettowork.ssa.gov

Upcoming events:

- **June 26: WISE Webinar** - How Will Work Affect My Social Security Disability Benefits?
- **July 10: EN Essentials** - Requesting and Negotiating Workplace Accommodations

[2024 Calendar of Events](#)