



TICKET *to* **Work**

Quarterly All VR Call

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

Date: October 8, 2024



Agenda

- Welcome
- Logistics
- FY25 Cost Formula and State Verification and Exchange System (SVES)
- VR Updates and Reminders
- VR Help Line Reminders
- Communications and Outreach Updates
- Question and Answer Session

Logistics

- **This call is being recorded and transcribed. Post-call items will be available on the yourtickettowork.ssa.gov website in a few weeks.**
 - Participants are **not permitted** to record this meeting nor capture the transcript.
- **During the Q & A Session:**
 - If joining via phone and you wish to ask a question, raise your hand utilizing *5 and you will be unmuted by the Facilitator; then press *6 to unmute yourself.
 - If joining on the MS Teams app, click the raise hand icon, and the Facilitator will provide access to audio to allow you to unmute your microphone.
 - MS Teams chat will not be available for this call.

Logistics, *Cont.*

- Please ask **one** question each time you are called upon by the Facilitator.
 - Additional questions or comments can be sent to:
VR.Helpdesk@ssa.gov
 - Those questions not answered during the live event will be forwarded to the appropriate panelist for comment.
- **Closed Captioning is available for participants who join using the MS Teams Application or utilizing the separate Closed Captions link provided.**
 - To turn on Closed Captions in Teams, go to “More” at the top of the MS Teams window and click “Language and Speech.” Next, select “Turn on live captions.”
 - When using the link option, paste the link in the browser and it will open in a separate window to view Closed Captions.

FY25 Cost Formula and SVES

Raquel Donaldson

Senior Program Analyst, Vocational Rehabilitation Team

Social Security Administration, ORDP/OES

VR Updates and Reminders

Keitra Hill

VR Payments Manager

Ticket Program Manager

GovDelivery Messages

- The Social Security Administration communicates important information with service providers through GovDelivery messages (including Ticket Portal issues and outages).
- Please save this email address to your safe senders list so that these messages do not go into your spam or junk email boxes:
tickettowork@subscriptions.ssa.gov

From: Ticket to Work <tickettowork@subscriptions.ssa.gov>
Sent: Wednesday, October 2, 2024, 1:17 PM

Fiscal Year (FY) 2025 Cost Formula Due Date EXTENSION

The Fiscal Year (FY) 2025 Cost Formula due date has been extended to January 31, 2025.

Social Security (SSA) has updated the Cost Formula for you to determine your monthly administrative, counseling and placement (ACP) cost for Federal fiscal year (FY) 2025 (October 1, 2024, through September 30, 2025). Use this formula to identify the monthly dollar amount per client for which you will request reimbursement from SSA for FY 2025. Each VR agency must have an acceptable average monthly ACP cost before SSA can process reimbursement claims.

Submission Procedures

Please send an email to VR.Helpdesk@ssa.gov with your average monthly ACP cost and cc: Raquel.L.Donaldson@ssa.gov and your regional coordinator on this email. Once SSA reviews and accepts your ACP, you will receive an approval letter, along with the Cost Containment Policies, that must be signed by the VR's signatory authority and emailed back to Raquel.L.Donaldson@ssa.gov.

You may compute the average monthly ACP cost incurred in the rehabilitation of Social Security disability beneficiaries and Supplemental Security Income disability/blindness recipients using the attached worksheet. Please ensure that you use the data you reported to the Rehabilitation Services Administration on forms RSA-911 and RSA-17 in FY 2024 to calculate the FY 2025 Cost Formula. SSA highly recommends that you retain any supporting documentation used to calculate the average monthly ACP cost.

Your VR's ACP data is due **Friday, January 31, 2025**. If any additional time is needed, please send an email to Raquel.L.Donaldson@ssa.gov for consideration. Thank you.

Questions

Address questions about this administrative letter or the Cost Formula in general to Raquel Donaldson, Senior Program Analyst for the Vocational Rehabilitation Team, by emailing the VR Help Desk (VR.Helpdesk@ssa.gov).

- [Cost Formula Worksheet FY25.xlsx](#)

Reconsideration Policy Change Reminder (1 of 2)

- Social Security announced on February 1, 2024, that VR agencies are only allowed to submit **one** reconsideration for the same VR Period, if the initial claim was denied due to earnings.
 - If your claim was denied with the codes below, you should not submit another reconsideration.

Denial Code	Denial Reason
200	Work Activity Could Not Be Established (No Earnings or Not Verified)
210	Earnings Below SGA
215	Earnings Below Blind SGA
220	8 Months or Less of SGA
225	8 Months or Less of Blind SGA
320	9 Months of SGA But Not Within 12-Month Period
325	9 Months of Blind SGA But Not Within 12-Month Period
620	Untimely Filing

Reconsideration Policy Change Reminder (2 of 2)

- If SSA denies a claim due to insufficient earnings, the VR has **365** calendar days from the date of the initial denial to submit a request for reconsideration for that claim to SSA.
- Unless you have been given specific direction by SSA, VR agencies should submit all reconsiderations via the Ticket Portal, not via email to the VR Help Desk.

Vocational Rehabilitation Client Earnings Report (VRCER) File Reminder

- VRCER file goes out once per quarter.
 - The next file will go out in November.
- Send general inquiries to VR.Helpdesk@ssa.gov
 - Include your PID (Provider ID) in the subject or body of the email.

VR Directory Contacts and Ticket Portal Users

- Notify VR.Helpdesk@ssa.gov of the following staff changes:
 - Contacts listed in the VR Directory
 - VR staff with access to the Ticket Portal that retire or leave the agency
 - Send a request to remove that individual's access to the Portal.
- Include your PID in the subject line.
- Copy your regional coordinator.

VR Help Line Reminders

Sharday Jenkins

Provider Help Desk and Document Manager

Ticket Program Manager

VR Help Line

- The VR Help Line is available from 9:00 a.m. – 5:00 p.m. ET.
- VRs may contact the VR Help Line at 1-866-949-3687 (option number 4) for assistance with the following inquiry types **only**:
 - **Payment Status**: Status of VR Payment submissions.
 - **Diary Status**: Diary reasons and any additional actions and/or required documentation.
 - **Fax Documentation**: Receipt confirmation of faxed payment documentation.
 - **Portal Access**: Assistance with Ticket Portal access.
 - **Portal Navigation**: Assistance with Ticket Portal navigation. (Portal errors must be submitted via email.)

VR Email Inquiry Requirements

- When submitting inquiries to VR.Helpdesk@ssa.gov, please provide the following information:
 - VR PID Number
 - Claim Reference Number
 - Beneficiary's full name and SSN
 - All relevant details

Reminder: VR agencies are approved SSA secure partners; therefore, Personally Identifiable Information (PII) may be sent between State VR agencies and the Help Line without encryption.

Employment Verification and Security Awareness Training

- If you receive either of these announcements upon accessing the Ticket Portal, **no action is required** by you or your agency.
- You do not need to contact the Help Line.
- SSA will take the required actions to ensure that all updates are completed prior to losing access to the Ticket Portal.

Rome Legacy Account Transition

- Any Portal users with accounts created prior to September 2021 are required to transition their account to either **Login.gov** or **ID.me**.
- Please take the required steps as soon as possible if you receive a request to convert your legacy account.
- Accounts that have not been converted will eventually be deactivated, and the option to sign in with a legacy account will be removed.

Communications and Outreach Updates

Derek Shields

Sr. EN Development and Training Manager

Ticket Program Manager

New Email Addresses

- In late 2024, many Ticket Program email addresses will change.
- First, support@choosework.ssa.gov will change to TicketToWork@ssa.gov.
- We'll send a GovDelivery message with the remainder of the changes when they're available.

New Materials – Videos

- In late 2024, we will publish a series of short videos promoting the Ticket Program and other Work Incentives, along with the services you provide.
- Our videos will be published on the Choose Work website and on our social media channels.
- We encourage you to share our videos and use them as a tool to market the Ticket Program.



What is Ticket to Work – Video

This is a placeholder for the new video titled “What is Ticket to Work”. This video was presented during the call and will be available for public view at a later date.



New Success Stories – Jeff

- **Jeff**: After a motorcycle accident sent Marine veteran Jeff off course, he used the Marine Corps' mindset to “improvise, adapt and overcome” with help from the Ticket Program to find a new route forward. *Featuring County of Genesee American Job Center.*



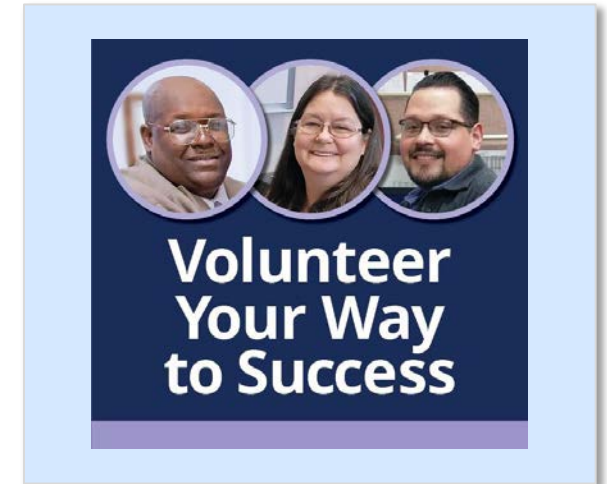
New Success Stories – Kushal

- **Kushal**: As Kushal manages muscular dystrophy, he has overcome many challenges to keep his health care benefits as his career progressed. Learn how the Ticket to Work Program helped Kushal reach his educational, employment and financial goals. *Featuring Full Circle.*



New Success Stories – Volunteer Your Way to Success

- **Volunteer Your Way to Success**: Learn how Hazel, Robert and Jesus turned volunteer work into careers with the support of the Ticket Program. This compilation story shares their stories and provides tips for seeking and succeeding at volunteer opportunities.



Work Incentive Seminar Event (WISE) Webinars

- Promote and [join us](#) for WISE webinars on the fourth Wednesday of the month!
- Next WISE Webinar, "**Ticket to Work: Supporting Access to Good Jobs for All,**" is on October 23, 2024, from 3-4:30 p.m. ET.



FREE WEBINAR

Working for Yourself with Ticket to Work

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

Produced at U.S. Taxpayer Expense

The graphic features a woman with dark hair wearing a white t-shirt with the text "SELF Employed" in blue and yellow. She is standing next to a white podium. The background is light blue with a dark blue and orange circular graphic element.

Communications and Outreach Reminders

- Share on social media
 - Facebook: [@ChooseWork](#)
 - X (formerly Twitter): [@ChooseWorkSSA](#)
- Submit success story leads at stories@choosework.ssa.gov
 - Please **do not** include any Personally Identifiable Information in success story leads.
- Submit blog ideas – Email socialmedia@choosework.ssa.gov



Question and Answer Session

Question and Answer Session

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:

- Raise your hand and your mic will be unmuted by the Facilitator, then you will unmute yourself.

***Please state your first name only, VR name and ask your question.**

Today's Call

- All materials from this call will be posted to the [Your Ticket to Work](#) website in the next few weeks, under the [Events Archives](#) section:
 - Transcript
 - PowerPoint Presentation
 - Recap
 - Audio

Next All VR Call Date

- The next All VR Call date is **Tuesday, January 14, 2025**, from 1-2 p.m. ET via Teams.
- Please send All VR Call training suggestions to VR.Helpdesk@ssa.gov.
 - Send suggestions for the next call by **December 13, 2024**.

Thank you for your participation!