



TICKET *to* **Work**

Quarterly All Employment Network (EN) Call

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

November 19, 2024





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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 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 and your mic will be unmuted.
 - 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, Welcome – **Derek Shields**
2. OES' SSI Transition-Aged Youth Website – **Renee Moore**
3. Student Earned Income Exclusion (SEIE) –
Danelle Wahonick
4. Question and Answer Session #1
5. EN Updates and Reminders – **Erinn Weidman**
6. EN Operations Updates and Reminder – **Ana Morales**
7. Communications and Outreach Update –
Jayne Pendergraft
8. Question and Answer Session #2

Welcome to New ENs

- Brown & Brown Absence Service Group LLC – FL
- Open Heart Behavior Services, tM&BS Inc. – CO
- Cornerstone Youth Collective – WA
- Delicate Motives Business Education and Employment Services Inc. – PA

OES' SSI Transition-Aged Youth Website

Renee Moore

Policy Analyst

Social Security Administration

Background

The Youth Website is part of our SSI Youth Transition-Aged Youth campaign that informs SSI youths and their guardians about work incentives and other support services that may be available to them as they transition into adulthood. The primary elements of the campaign are:

- SSI Transition-Aged Youth Notice
- SSI Transition-Aged Youth Publication

We mail the youth notice annually to SSI youths ages 14 – 17, and their guardians. To support the primary publication, we created six fully electronic mini publications, designed to appeal directly to the youths. All of the elements of the youth campaign are available on our [Youth Website](#).

YOUTH WEBSITE

The youth website is a one-stop hub dedicated to providing valuable information to youths, their guardians, teachers, caregivers, and the like, about SSA's youth support services and programs, as well as support services and resources available from national services and even community support services.

Individuals can reach the website by entering ssa.gov/youth into an address bar or by scanning the QR code in the youth notice.

We've designed the Youth Website to be practical, informational and comprehensive.

The Youth Website



What You Need To Know About Your Supplemental Security Income (SSI),

• If you are an SSI recipient age 14-17, visit [What You Need To Know About Your Supplemental Security Income \(SSI\), When You Turn 18](#).

When you turn 18 we will need to make a new decision about your disability, that may affect your benefits. We refer to this process as an age-18 **redetermination**.

Youth Resources

Social Security has youth friendly resources to connect youth and young adults with disabilities to important information to achieve education, career, and life goals. These resources are available for youth who are transitioning to adulthood and for their parents, teachers, health providers, caregivers, or representatives as these youth and young adults prepare to successfully transition to adulthood.

Services and Supports

- Find out about the [services and supports](#) available from Social Security.
- Learn more about resources for transition-aged youth to connect to [national and community supports](#) and resources.

Turning 18

- Connect to supports for youth who receive Supplemental Security Income (SSI) and information about [what may change when SSI youth turn 18](#).
- Find training for youths with disabilities [preparing to work](#).

Preparing to Work

- Navigate to information and supports to [help SSI youth become self-sufficient](#).
- Connect to [free counseling and free employment service providers](#) for SSA beneficiaries ages 18-64 who have a disability and want to work.
- Learn how work can affect your [payments](#) for age 14 and up.

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Download a Brochure

| | | |
|--------------------------------------|---|---|
| SSI when you turn 18 | What's New In 2024? | Download Adobe Acrobat Reader |
| Youth Toolkit | Redbook Employee Supports | Brochures in Alternative Format |

How Can Benefits Continue?

If we decide that you are no longer medically disabled, your benefits can continue under certain circumstances. To learn more, select [continue your benefit payments](#).

What Should I Do Now?

It's not too soon to start preparing for your transition. Here are a few tips to get you started.

If you are ages 14 and 15 GET PREPARED!

1. Share our [publications](#) with people in your support system such as, your guardians, parents, representatives, caregivers, healthcare providers, counselors, teachers, etc. Have a conversation with them. You can ask questions like the ones below:
 - i. What happens to your SSI payments when you turn age-18?
 - ii. How can they help you get ready for your transition?
 - iii. What programs do you qualify for? Tell them what programs you're interested in!
 - iv. Of the programs that you're interested in, do any of them make you potentially eligible for continued SSI payments after an age-18 medical review?
 - v. Do you have an Individualized Education Plan (IEP)? If not, should you?
 - vi. Research what reasonable accommodations you can request in educational settings and work environments.

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2. Consider what services you might need to achieve your future plans for continued education, vocational training and work.
3. Once you've considered what programs you'd like to pursue, ask your guardians, counselors, teachers, advocates, etc. for help with researching things like:
 - i. When is the best time to apply for VR services or continuing education?
 - ii. How do you begin the application processes?
 - iii. What materials are needed for the application?
 - iv. What is the typical length of waiting lists for programs or services you'd like to enroll in?
 - v. Are there [scholarships and grants available](#) 🙋?

If you are ages 16 or 17 ACT NOW!

1. Contact your [local State VR](#) and ask what services they provide and how you can enroll. Ask if there are waiting lists or timeframes you should be aware of and ask what documentation you should bring. If programs have waiting lists, apply for the program as soon as you are eligible for services.
2. Start working on your applications for college, community college, vocational rehabilitation, etc. **before** your scheduled age-18 redetermination. Remember, you must participate in an appropriate program BEFORE a medical cessation to be eligible for Section 301 payment continuation.
3. Apply for [scholarships and grants](#) 🙋 that are available.
4. Read the publication in our [Youth Toolkit](#) to take advantage of the supports we offer for your transition.

Visit our SSI Transition-Aged Youth publications on the Youth Website at <https://www.ssa.gov/youth/>



Student Earned Income Exclusion (SEIE)

Danelle Wahonick

Policy Analyst

Social Security Administration

What is the Student Earned Income Exclusion (SEIE)?

- The SEIE allows a person who is under age 22 and regularly attending school to exclude a certain amount of earnings from their countable income before we calculate their SSI payment.
- The amounts that are excluded are usually adjusted every year. In 2024, we exclude up to \$2,290 per month of earned income, or up to \$9,230 in a year. In 2025, this amount will increase to up to \$2,350 per month of earned income, or up to \$9,460 in a year.



Who Qualifies for the SEIE?

- To qualify for this exclusion, an individual must be under age 22 and be a student regularly attending school.
- The SEIE applies to all individuals on a record who are working students under the age of 22, not just those who meet the SSI definition of a child. This includes an eligible or ineligible individual, child, spouse, or parent(s).
- It also applies to the joint earned income of eligible couples when both members are under age 22 and are working students.

What is “Regularly attending School”?

Regularly attending school means the student takes one or more courses of study and attend classes:

- In a college or university for at least 8 hours per week under a semester or quarter system;
- In grades 7-12 for at least 12 hours per week;
- In a course of training to prepare for a paying job for at least 15 hours per week if the course involves shop practice, or 12 hours per week if it does not involve shop practice. This training includes anti-poverty programs, such as Job Corps and government-supported courses in self-improvement; or
- For less than the amount of time indicated above for reasons beyond the student’s control, such as illness, if circumstances justify the reduced credit load or attendance.



What are some additional types of students?

In addition to the general requirements above, a person may qualify as a student in any of the following categories provided the additional criteria are met:

- In grades 7-12 when homeschooled and instruction is in accordance with the homeschool laws of their state;
- In grades 7-12 when receiving education online or college if the online school is authorized by the laws in the state where the online school is located; or
- Studying courses given by a school, college, or government agency while homebound due to a disability if a home visitor or tutor from the school directs the studying or training.



What happens during periods of non-attendance?

An individual remains a student when classes end if they attended classes regularly just before the school closed for school break and;

- tells us that they intend to resume attending regularly when school reopens; or
- resumes attending regularly when school reopens.



How you can help

- You can help by having the student:
 - contact SSA to report their wages: and
 - inform SSA that they are a full-time student under the age of 22.

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.

EN Updates and Reminders

Erinn Weidman

Social Insurance Specialist, Office of Employment Support (OES)

Social Security Administration

EN Updates and Reminders

- The October employment verification closed on November 6.
- The Annual Performance Outcome Report (APOR) and Security Awareness collection period will begin on January 27, 2025.
- Changes to the Services & Supports review additional documentation request coming in 2025.

EN Operations Updates and Reminders

Ana Morales

EN Development and Training Manager

Ticket Program Manager

Request for Application (RFA) Updates

SSA-EN-RFA-24-001, dated April 5, 2024

The following updates are included:

SECTION 6: FEDERAL INFORMATION SECURITY MANAGEMENT ACT (FISMA) AND AGENCY PRIVACY MANAGEMENT 2352.204-2 (DEC 2014)

- Addition of the SSA 222 Security Awareness Form

Request for Application (RFA) Updates

SECTION 8: PROTECTING AND REPORTING THE LOSS OF PERSONALLY IDENTIFIABLE INFORMATION (PII): EMPLOYEE RESPONSIBILITIES (DEC 2008)

- Addition of the Office of Management and Budget (OMB) Safeguarding Against and Responding to the Breach of Personally Identifiable Information.
- Clarification of the acceptable encryption standards designated by the National Institute of Standards & Technology.
- Information about reporting loss, compromise or potential loss of PII to SSA's National Network Service Center (NNCS) and EN Service.
- Addition of the link for the worksheet for [Reporting PII Loss, Compromise, or Potential Compromise \(ssa.gov\)](#).
- General information about EN's data recovery, loss mitigation, or related company's attempt to recover the lost or compromised data.

Request for Application (RFA) Updates

SSA-EN-RFA-24-002, dated May 31, 2024

The following clarifications and updates are included:

Administrative EN (AEN) Business Model (Part III, Section 1.B.2.c.(3).iii.)

- AENs must maintain a minimum of two provider affiliates.
- AENs are responsible for ensuring their provider affiliates meet and maintain the requirements identified in Part III, Sections 1.A and 1.B.
- AENs are no longer required to submit the monthly provider affiliate report.
- AENs must report to ENService@ssa.gov any changes in provider affiliates within one business day of the change event using the updated [Form 1374: Ticket Program Agreement \(TPA\) Change Form](#).

Request for Application (RFA) Updates

Unique Entity Identifier (UEI) (Part III, Section 1.B. NOTE. and Part III, Section 4.C.)

- ENs with more than one business model or interested in adding another model are not required to obtain a separate UEI.

EN Reporting Requirements (Part III, Section 8.A.2.)

- ENs are not required to report to ENService@SSA.gov IWP amendments or Ticket unassignments. ENs still need to keep case notes and IWP amendments on file.

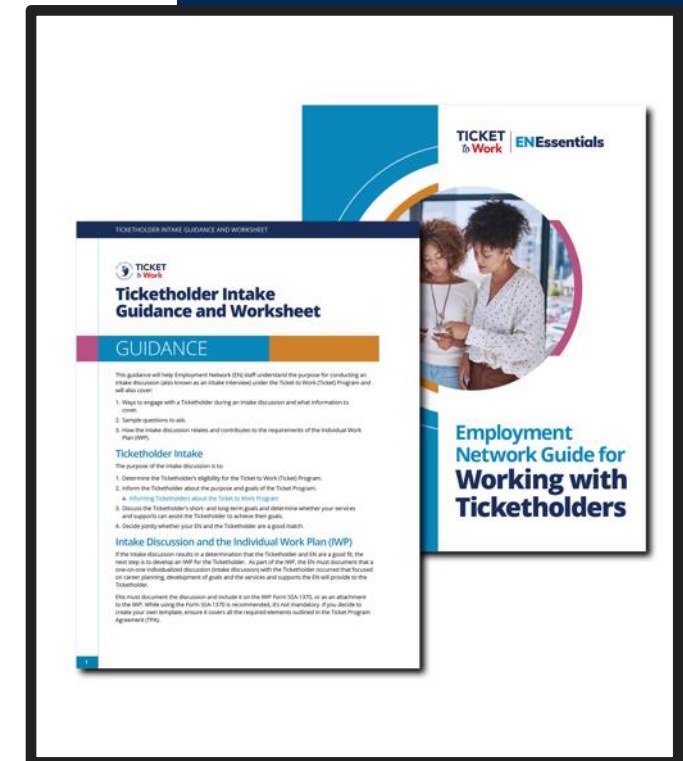
Security and Suitability Requirements (Part IV, Section 5)

- The National Background Investigation Services (NBIS) Electronic Application (eApp) replaces the Electronic Questionnaire (eQIP) for background investigations processing.
- Applicants are no longer required to submit the Fair Credit Reporting Act (FCRA) Authorization Form as part of the suitability package.
- New link to the updated [Employment Network Security and Suitability Business Process Guide](#) and [eApp Application Listing](#).

New Resource

The [Ticketholder Intake Guidance and Worksheet](#) is a companion resource to the [Employment Network Guide to Working with Ticketholders](#).

- Offers in-depth information for conducting and documenting a Ticketholder intake discussion, also known as:
 - One-on-one individualized discussion
- Provides instructions on how to meet Individual Work Plan (IWP) requirements.
- Provides a fillable intake form/worksheet.



Intake Worksheet

- Fillable Form that ENs can download, complete and print
- Contains sample questions and space to capture:
 - Date, Ticketholder contact information and additional notes
 - Answers to key questions and factors to identify, such as:
 - ✓ Employment goals, dreams, and earnings potential
 - ✓ Readiness to reduce and, if possible, eliminate dependence on Social Security disability benefits
 - ✓ Skills, education, and training needs
 - ✓ Work history, strengths, and interests
 - ✓ Workplace preferences
 - ✓ Barriers and fears to address/overcome
 - ✓ Fit with Ticketholder needs and EN service offerings

The screenshot shows a digital form titled "TICKETHOLDER INTAKE GUIDANCE AND WORKSHEET". The form has a header with "WORKSHEET" in a blue and orange bar. Below the header, there is a section titled "Intake Discussion" with several input fields: "Date of Discussion:", "Modality of Discussion (in person, voice call, video call):", "Interviewer Full Name:", "Ticketholder Full Name:", "Mailing Address:", "Email:", "Phone Number:", and "Age/Date of Birth:". There is also a larger text area for "Additional Notes:". Below the input fields, there is a section titled "TREAT THE INTAKE AS A CONVERSATION" with a list of bullet points: "Ask the Ticketholder about themselves and develop a rapport before moving on to asking specific questions.", "Engage in a natural conversation that discovers a Ticketholder's interests and experiences and identifies the supports and services they need to achieve goals and dreams.", "Ensure that the questions flow and are connected.", "Build in follow-up questions for the Ticketholder's responses to either dive deeper or bridge to the next topic.", and "Understand the Ticketholder's needs and determine whether your organization is a good fit for the Ticketholder." The page number "3" is visible in the bottom left corner of the form.

EN Foundations Training Considerations for 2025

- EN Foundations Modernization Project to update learning modules:
 - Incorporate eLearning best practices
 - Update outdated content
 - Gain efficiencies via re-built Bridge Learning Management System (LMS)
 - Maintain content through responsive authoring tool
- High-Level Launch Plan
 - November
 - Completion of modules and internal testing in Bridge LMS and website
 - December
 - Test Bridge LMS and website to confirm operational readiness
 - January
 - Launch new modules and direct all learners into new modules

EN Foundations Module Modernization

This is a placeholder for the EN Foundations Module Modernization Video.
The video has not been published for public view.



Communications and Outreach Updates

Jayne Pendergraft

Director of Communications and Outreach

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 TPM Staff Email Addresses

- On January 1, 2025, TPM staff email addresses will change due to Accenture Federal Service's acquisition of Cognosante, LLC.
- The new email addresses will either be [NAME@AFS.com](#) or [NAME@ASMResearch.com](#) (ASM Research is an AFS subsidiary).
- Emails to Cognosante email addresses will be forwarded for a short time, but please be sure to update your contacts.

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 What is Ticket to Work Video. The video has not been published for public view.



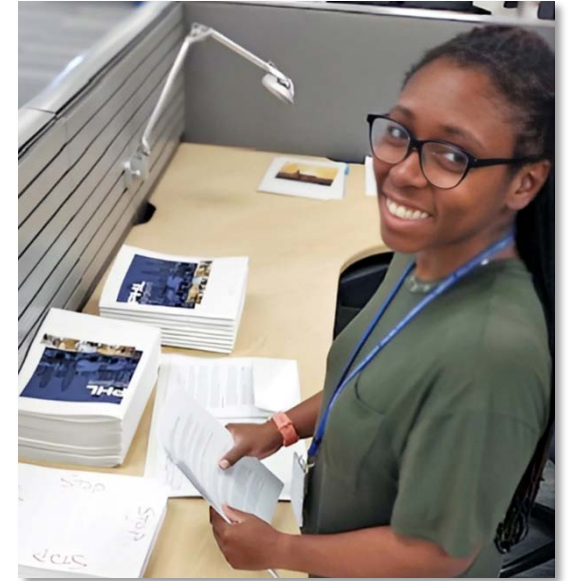
New Success Stories – Kushal

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



New Success Stories – Adrienne

- **Adrienne**: When Adrienne, a young woman with autism spectrum disorder (ASD), was ready to graduate from high school, her parents were uncertain on how to help their daughter lead a full life. An effort from local agencies, Project SEARCH and Social Security's Ticket to Work Program led to her rewarding career. We highlighted this group in a recent EN Essentials: [EN Essentials Learning Events](#) *Featuring Community Integrated Services*.



New Resource – Ticket to Work for America’s Veterans

- Ticket to Work for America’s Veterans: Learn how Angel, Jeff and Robert turned their military service into civilian careers with the support of the Ticket Program. This compilation story shares their stories and includes additional resources for veterans.



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 for America's Veterans](#)," is tomorrow November 20, 2024, from 3-4:30 p.m. ET. Debora Wagner from Cornell University will present on the intersection of Veterans Administration and Social Security benefits among other related topics.
- Do you provide services to veterans or have a veteran success story? Reach out to us at stories@choosework.ssa.gov!



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 #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

- The date for the next call: **Tuesday, March 18, 2025**, at 1:00 p.m. ET
- Send topic suggestions for All EN Calls to:
ENOperations@yourtictetowork.ssa.gov

Upcoming events:

- **November 20: WISE Webinar** – Ticket to Work for American’s Veterans
- **December 18: WISE Webinar** – Debunking the Biggest Myths About Ticket to Work

[2024 Calendar of Events](#)

The Ticket Program communicates important information with service providers through GovDelivery messages, including Ticket Portal issues and outages. Please save this email address so that these messages do not go into your spam or junk email boxes: tickettowork@subscriptions.ssa.gov