



QUARTERLY ALL EN CALL RECAP

November 19, 2024

Welcome

Derek Shields, Senior EN Development and Training Manager (TPM)

Derek welcomed everyone to the call, reviewed the logistics and discussed the agenda topics. He then announced the new Employment Networks (EN) who recently joined the Ticket to Work Program:

- Brown & Brown Absence Service Group LLC – FL
- Open Heart Behavior Services – 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

Renee Moore shared information about Social Security's Youth Website, which is part of SSA's Transition-Aged Youth campaign. She emphasized that the youth information and resources were also appropriate for young adults as old as 26.

As part of the Transition-Aged Youth campaign, SSA mails a notice annually to SSI youths ages 14 - 17, and their guardians to inform them about work incentives and other support services that may be available to them as they transition into adulthood.

All elements of the youth campaign are available on SSAs youth website at <https://www.ssa.gov/youth/>. This website is a one-stop hub that provides information to youths, their guardians, teachers, caregivers, etc., about SSA's youth support services and programs, as well as resources available from national and community support services.

Renee showed the youth website, described how to find key content, and reviewed the youth publication, "What you need to know about your SSI when turning age 18," noting that all SSI youth with disabilities must go through the age 18 redetermination process.



Renee pointed out the Youth Websites “What Should I do Now?” section that gives tips and suggestions about what youths can do to prepare for their transition into adulthood.

Another section on the site describes “what’s new in 2024”, including current SGA amounts, the Trial Work Period Amount, and Medicare premiums.

Refer to the call presentation [Quarterly All Employment Network \(EN\) Call Presentation-November 2024](#) for more detailed information.

Student Earned Income Exclusion (SEIE)

Danelle Wahonick, Policy Analyst, Social Security Administration

Danelle Wahonick presented information about the SEIE, which allows a person who is under age 22 and regularly attending school to exclude a certain amount of earnings from their countable income before SSA calculates their SSI payment. In 2024, SSA excludes up to \$2,290 per month of earned income or up to \$9,230 in a year. She reviewed the types of working students who qualify for the SEIE, definitions for “Regularly Attending School” and what happens during periods of non-attendance. She discussed how ENs can help any students they serve 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.

Refer to the call presentation [Quarterly All Employment Network \(EN\) Call Presentation-November 2024](#) for more detailed information.

Questions/Answers

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

Question about language translations on Social Security’s Youth Website. The site has links to a Spanish version and a request for alternate formats.

Answer: The youth publications are only available in English and Spanish.

EN Updates and Reminders

Erinn Weidman, Social Insurance Specialist (SSA)

Employment Verification

The October Employment Verification closed on November 6. This was the third and final Employment Verification for the calendar year 2024. Failure to complete the verification could result in EN portal users being locked out of the portal. SSA will begin sending notices next



week to ENs who have not completed the Employment Verification. The next Employment Verification will be part of the annual Security Awareness certification.

Annual Performance Outcome Report (APOR) and Security Awareness

The APOR and Security Awareness collection period will begin on January 27, 2025. The Security Awareness certification requires that EN staff review and sign a copy of the SSA 222 within the collection period. Any signatures dated before January 27 will not be accepted.

The Ticket Program Manager (TPM) will provide Information about the APOR and Security Awareness certification process closer to the start of the collection period. We'll post the APOR survey questions and FAQ document for review, along with other materials to assist ENs in completing the APOR. We'll also host a session to review the process and answer questions.

Changes to Services & Supports Review

In response to feedback from ENs, SSA will reduce documentation requested during annual Services and Supports Reviews.

Work from Home (WFH) form requests will be required for staff who would like to conduct business outside of the Ticketholder service location and have not previously been approved to do so. An Addendum listing all staff who have previously been approved to work from home will be required. This is to certify that those staff have reviewed their previously approved WFH request and that verify the information is still accurate. This Addendum needs to be signed by the Program Contact or Signatory Authority.

Partnership Plus agreements will be required only for ENs with new or renewed agreements or agreements that have not been previously submitted. For example, agreements submitted previously that are a lifetime or don't expire for several years will not be required.

SSA will send a GovDelivery message with more specifics.

EN Operations Updates and Reminders

Ana Morales, EN Development and Training Manager (TPM)

Request for Application (RFA) Updates

Ana provided a recap of RFA changes that occurred in 2024.

[RFA changes published April 5, 2024:](#)

Section 6:

- Added the SSA 222 Security Awareness Form



Section 8:

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

RFA changes published May 31, 2024:

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](#).

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 IWP amendments or Ticket unassignments to ENService@ssa.gov. 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

Ana introduced the new [Ticketholder Intake Guidance and Worksheet](#) that was developed as a companion resource to the [Employment Network Guide to Working with Ticketholders](#). The resource offers in-depth information for conducting and documenting a Ticketholder intake discussion, and provides instructions on how to meet Individual Work Plan (IWP) requirements for documenting a one-on-one individualized discussion. The new tool provides a user-friendly fillable intake form that ENs can download, complete and print. The form contains sample questions and space to capture key information and factors to identify during the intake discussion.

EN Foundations Training Considerations for 2025

Ana described the EN Foundations Modernization Project to update the EN learning modules. TPM is preparing to launch new and improved learning modules developed using best practices in eLearning. The new learning modules will be offered via a re-build of the Bridge Learning Management System (LMS), where content can be maintained and updated more efficiently through a responsive authoring tool.

The modules will be completed this month and tested in both the Bridge LMS and on the website. In December, TPM will continue the testing to confirm operational readiness. The goal is to launch the new modules in January and direct all new learners to the new modules.

Ana showed a video that described how learners can:

- Navigate the new modules lesson by lesson or using a navigation bar.
- Monitor progress of training module and course completion.
- Access interactive content such as videos and infographics.
- Complete knowledge checks and quizzes.

Once launched, TPM and SSA look forward to feedback about the EN staff new training experience.

Communications and Outreach Updates

Jayme Pendergraft, Director of Communications and Outreach (TPM)



New Ticket Program Email Addresses

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

When this is announced, ENs should update the contact information and email addresses on their websites or other marketing channels. Emails will be forwarded for a short time, but it will be important to update as soon as possible. Expect to receive a notice in December and several announcements and reminders as these changes are implemented.

New TPM Staff Email Addresses

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

New Materials – Videos

Jayme shared many new and upcoming resources, with a message to ENs to please take advantage of the content and materials shared. The goal is to make EN marketing easier by offering readily available content that can be used in EN marketing and outreach efforts.

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

What is Ticket to Work – Video

Jayme introduced a new video, “What is Ticket to Work,” which will be published soon. SSA and TPM look forward to feedback and ideas about how ENs might use these videos in future work and marketing efforts.

New Success Stories

Jayme discussed the most recent Ticket to Work success stories:

[Kushal](#) overcome many challenges to keep his health care benefits as his career progressed. Learn how the Ticket to Work Program and Full Circle Employment Services helped Kushal reach his educational, employment and financial goals.

[Adrienne](#), a young woman with autism spectrum disorder (ASD), was ready to graduate from high school, however, 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. Adrienne's story was highlighted in a recent [EN Essentials Learning Event](#) featuring Community Integrated Services.

Submit success story leads at stories@choosework.ssa.gov and Kimberly Childs will contact you for details. Do not include any Personally Identifiable Information in success story leads.

New Resource – Ticket to Work for America's Veterans

A new resource, "Ticket to Work for America's Veterans," describes 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

The next WISE Webinar, "Ticket to Work for America's Veterans," is 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

TPM encourages ENs to use and share Ticket Program social media content. Find us on:

- Facebook: @ChooseWork
- X (formerly Twitter): @ChooseWorkSSA

Submit your blog ideas to socialmedia@choosework.ssa.gov

Please do not include any Personally Identifiable Information in any email inquiries.

Questions/Answers

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

Next Quarterly All EN Call

Next call: Tuesday, March 18, 2025, at 1:00 p.m. ET

Send topic suggestions for All EN Calls to: ENOperations@yourtickettowork.ssa.gov.