



# QUARTERLY ALL EN CALL RECAP SEPTEMBER 17, 2024

## Welcome

### **Ana Morales, EN Development and Training Manager (TPM)**

Ana welcomed everyone to the call, discussed the agenda topics and reviewed logistics. Ana announced and welcomed the new Employment Networks who recently joined the Ticket to Work Program.

- Hampden County Career Center Inc. DBA MassHire Holyoke – MA
- Access Benefits Community Services LLC – MD
- Goodwill Industries of South Florida - Employer Model – FL
- Goodwill Industries of South Florida - Traditional Model – FL
- The Arc San Francisco – CA
- ServiceSource Inc. DBA ServiceSource Virginia – VA
- The Arc of Camden County – NJ
- AGAP Consumer Directed Services LLC – VA

## Social Security Welcome

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

Robert Pfaff welcomed and thanked everyone for their efforts to provide services to beneficiaries.

Rob discussed Social Security's recent efforts to conduct a small number of EN site visits, the first since 2019. Rob recognized the Social Security team responsible for planning the trips with limited funds and those who conducted the visits. After the visits, SSA will compile the results and review feedback gathered from the ENs in terms of suggestions to improve the Ticket to Work Program.

Rob also reminded ENs about the importance of keeping information updated with Social Security, including changes in address, staffing, and contact information.



Rob was pleased to share that Social Security recently announced it will decrease the default overpayment withholding rate for Social Security beneficiaries, significantly reducing the financial hardship on people with overpayments. The agency will collect 10 percent (or \$10, whichever is greater) of the total monthly Social Security benefit to recover an overpayment, rather than collecting 100 percent as was the previous procedure. This is important news to share with clients who are interested in going back to work.

## Reporting Non-Work-Related Changes to Prevent SSI Overpayments

**Marc Denos, Director, Office of SSI and Payment Integrity Policy (SSA)**

Marc Denos discussed the leading causes of SSI overpayments, emphasizing the importance of timely and accurate reporting of changes in financial accounts, wages, and living arrangements to prevent overpayments. He highlighted the role of earned and unearned income in determining SSI eligibility and payment amounts.

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

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

**Question:** Does a 401K count as unearned income?

**Answer:** 401Ks do not count as unearned income, but they generally count as a resource.

## Section 301 Policy

**Renee Moore, Policy Analyst (SSA)**

Renee Moore provided an overview of Section 301 policy, explaining eligibility criteria, appropriate programs, and when entitlement ends. This policy allows for the continuation of benefits under certain conditions for individuals participating in an appropriate program of Vocational Rehabilitation (VR) services, employment services, or other support services.

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

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

**Question:** Does Section 301 only apply to beneficiaries turning 18?

**Answer:** No



## EN Updates and Reminders

### Erinn Weidman, Social Insurance Specialist (SSA)

Erinn discussed the recently updated employment verification process to ensure that SSA has up to date contact information and that portal users maintain access to the Ticket portal. SSA will use this process to verify the employment of EN employees three times per year including February (the annual security awareness certification), June and October.

Social Security has received positive feedback from ENs about the process being faster and easier, only requiring verification of main points of contact and portal users. She emphasized the need for timely completion to avoid portal users being locked out. All ENs must complete the employment verification using Survey Monkey, to affirm their employment even if the EN does not have a portal user.

The next employment verification will occur in October and information regarding this will be communicated soon.

## TPA Change Forms

### Ana Morales, EN Development and Training Manager (TPM)

Ana reminded participants about the importance of completing TPA change forms thoroughly and the process for adding new hires or removing staff. She explained that ENs should use only one form to add or remove multiple staff, rather than submitting one form for every staff change. Ana explained the necessity of thoroughly completing TPA change forms, including all required sections.

Ana also emphasized the need to submit a timely TPA Change Form to [ENService@ssa.gov](mailto:ENService@ssa.gov) for new hires. This will initiate the enrollment process for EN training and the completion of suitability.

## 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, November 19, 2024, at 1:00 p.m. ET

Send topic suggestions for All EN Calls to: [ENOperations@yourtickettowork.ssa.gov](mailto:ENOperations@yourtickettowork.ssa.gov).