



**TICKET**  
*to* **Work**

## Quarterly All Employment Network (EN) Call

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

March 18, 2025





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## Quarterly All EN Call | March 18, 2025

# Meeting 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](mailto:ENOperations@yourtickettowork.ssa.gov)** (Effective April 1st, send email to: **[ENOperations@ssa.gov](mailto:ENOperations@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. Meeting Logistics, Agenda Review, Welcome – **Derek Shields**
2. Social Security Welcome Remarks – **Patrice McLean**
3. New Subsidy Form – **Mariely Lopez**
4. Program Email Address Changes – **Derek Shields**
5. Communications and Outreach Update – **Jayme Pendergraft**
6. EN Service Provider Foundations Training Update – **Ana Morales**
7. Question and Answer Session

## Welcome to New ENs

- Lisa Gagliano – IL
- Mindspark Inc. DBA Auticon US – CA
- Inspire Career Services – NV
- Chatham Trades Inc. – NC
- SOS Healthcare Inc. DBA SOS Care – SC
- Just Write Consulting Inc. – FL
- Best Buddies International Inc. – FL
- Riseability LLC – AZ
- RiseHands LLC – MD

# Social Security Welcome Remarks

**Patrice McLean**

Acting Director, Office of Employment Support (OES)

Social Security Administration

# New Subsidy Form

**Mariely Lopez**

OES Policy

Social Security Administration



# Subsidy—Work CDRs

Mariely Lopez



# Subsidies and Special Conditions

## What is a Subsidy?

- Support provided by Employer
- Employer pays more than actual value of the services performed by claimant/beneficiary

## What are Special Conditions?

- Support or job assistance provided by someone other than employer
- Example: Vocational Rehabilitation agency provides a job coach.



# Subsidy Indicators

- Marked discrepancies between pay and value or services;
- Employee receives unusual help performing the work;
- Individual in government sponsored job training and employment program;
- Individual is in the military service and being treated for a severe impairment;
- Subsidy is not currently alleged but has been verified and applied for the same employer in a previous decision.

# Subsidy Development

Contact the employer or knowledgeable source by phone to complete the SSA-3033 Employee Work Activity Questionnaire or a Report of Contact. If telephone contact is unsuccessful, mail form SSA-3033 to the employer.

For Work CDRs, document the decision in the work CDR processing system and code the percentages as indicated on the form.

# Updating the Subsidy Form (SSA-3033)

- An OIG audit recommendation suggested that we update form SSA-3033 with clearer instructions for employers
- We formed a workgroup with various stakeholders to update the form and sent the form out for IRD



Social Security Administration  
Retirement, Survivors and Disability Insurance  
Supplemental Security Income

Date:

Claim Number:

Social Security Number:

Worker's Name:

Greetings:

The worker listed above has indicated to us that their work activity may be performed with employer-provided accommodations or under special conditions which may indicate that the work is subsidized. They have given us permission to reach out to you to help us determine whether their work activity is subsidized as defined by Social Security. The information you provide will not be shared with other agencies and is in no way a negative reflection on the employee or the employer. Please assist us by completing the enclosed questionnaire, even if the worker is no longer employed.

Information About Subsidy

When an employee's work is subsidized, we do not consider any earnings above the reasonable value of the work or services performed. A subsidy may exist when the employee works under any of the following conditions:

- receives extra assistance;
- work activity is limited in nature;
- has fewer or easier duties than usual for the position;
- takes additional breaks or time off as an accommodation; or
- has other special conditions or employer accommodations.

Described how subsidy reduces countable income

Added examples of when subsidy exist

Removed UWA information

Revised language

Social Security Number: \_\_\_\_\_

**What We Need You To Do**


Please have someone, other than the employee, with direct knowledge of the employee's work activity complete the work activity questionnaire. This could be a supervisor or the employee's employment service provider, such as a job coach, job developer, or other knowledgeable source. The information you provide will help us determine the true value of the services performed. We would appreciate it if you would complete and return the questionnaire to this office within 15 days, or as soon as possible. If you have any questions, or if you would rather provide this information over the phone, please call \_\_\_\_\_ and ask for \_\_\_\_\_.

Thank you for your time and assistance.


*Social Security Administration*

Enclosure:  
Work Activity Questionnaire

Added examples of other sources with first-hand knowledge of the employee's work activity



Extended response time on the return the form and added "or as soon as possible"



## Work Activity Questionnaire

Employee's Name:		Employee's SSN:	
Business/Employer Name:			
Employee's Job Title:			
Date Work Started:		Date Work Ended (if applicable):	
Hourly Wage/Salary:		Hours per Week:	

### Section 1

The following questions will help us to determine if the employer provides accommodations that support the employee's work effort. Please answer the questions based on your direct knowledge of the employee's work activities.

1. Does the employee require additional assistance or employer accommodation to complete job duties? (i.e., job coach, extra help, or supervision, etc.) • If yes, please describe in Section 2, Remarks.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2. Is the employee assigned fewer or easier duties than typically required by the job description?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. Does the employee have a special relationship to the employer? (i.e., friend, relative, long-term employee, etc.) • If yes, please describe in Section 2, Remarks.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4. Does the employer accommodate the employee by allowing them to take additional or longer breaks, work fewer hours, extra time to complete work tasks, or have frequent absences?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5. Does the employer provide any accommodations not covered above? • If yes, please describe in Section 2, Remarks.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If the answer to any of the above is "Yes," please proceed to Question 6.

If the answer to all the above is "No," please proceed to Section 3.

6. Based on the answers above what is the reasonable value of the work or services performed? Please see the following examples of how to determine a subsidy percentage:

- *Example 1:* The employee works 25 hours per week making \$15.00 per hour. The employer allows for extra supervision and extra time to complete tasks. The employer determines that the reasonable value of the actual services performed is \$12.00 per hour but chooses to pay the individual \$15.00 per hour. Therefore, the subsidy is \$3.00 per hour or 20 %.
- *Example 2:* A long-term employee has held a position working 40 hours per week with a salary of \$2,850 per month. The employee can no longer perform their duties full-time. Because of the employee's loyalty to the company, the employer allows them to continue working, for the same salary but at 20 hours per week. The reasonable value of the employee's actual services performed is \$1,425 per month. Therefore, the subsidy is \$1,425 per month or 50 %.

Approximately what percentage of this employee's pay exceeds the reasonable value of the work or services they perform? Please provide any justification in Section 2, Remarks.

<input type="checkbox"/> 10%	<input type="checkbox"/> 20%	<input type="checkbox"/> 30%	<input type="checkbox"/> 40%	<input type="checkbox"/> 50%
<input type="checkbox"/> 60%	<input type="checkbox"/> 70%	<input type="checkbox"/> 80%	<input type="checkbox"/> 90%	<input type="checkbox"/> 100%
<input type="checkbox"/> Other _____ %				

Added :  
Employee Name  
Employee SSN  
Employer Name  
Salary

Changed: Date Stopped to  
Date Work Ended (if  
applicable)

Revised Questions

Added examples on how  
to calculate subsidy

Included values  
of subsidy from  
10%-100%

Included "other"<sup>15</sup> option



Social Security Number:

Section 2

Use the space below to let us know anything related to this employee's job, work activity or accommodations that was not covered in the questions above and to provide additional information about answers to those questions.

Remarks:

Removed UWA's questions

Added remarks section

Section 3  
Contact Information

Printed Name: Title:

Your Organization/Employer Name:

Date: (Telephone Number):

Added Contact information for person completing form



# Program Email Address Changes

**Derek Shields**

Sr. EN Development and Training Manager

Ticket Program Manager

## New Email Addresses

- Effective April 1<sup>st</sup>, many Ticket Program email addresses will change. Please update your records accordingly.
- The new email addresses and their purposes are listed below:

Current	New	Purpose
<a href="mailto:ENOperations@yourtickettowork.ssa.gov">ENOperations@yourtickettowork.ssa.gov</a>	<a href="mailto:ENOperations@ssa.gov">ENOperations@ssa.gov</a>	EN Training, Partnership Plus Collaboration
<a href="mailto:ENRecruitment@yourtickettowork.ssa.gov">ENRecruitment@yourtickettowork.ssa.gov</a>	<a href="mailto:ENRecruitment@ssa.gov">ENRecruitment@ssa.gov</a>	Potential ENs
<a href="mailto:ENPaymentshelpdesk@yourtickettowork.ssa.gov">ENPaymentshelpdesk@yourtickettowork.ssa.gov</a>	<a href="mailto:ENPaymentsHelpDesk@ssa.gov">ENPaymentsHelpDesk@ssa.gov</a>	EN payment inquiries
<a href="mailto:ENSystemsHelp@yourtickettowork.ssa.gov">ENSystemsHelp@yourtickettowork.ssa.gov</a>	<a href="mailto:ENSystemsHelp@ssa.gov">ENSystemsHelp@ssa.gov</a>	Ticket assignment, service provider website and Ticket Portal
<a href="mailto:programintegrity@yourtickettowork.ssa.gov">programintegrity@yourtickettowork.ssa.gov</a>	<a href="mailto:TTWProgramIntegrity@ssa.gov">TTWProgramIntegrity@ssa.gov</a>	Services and Supports Reviews, GSO inquiries, PII reports

## New Email Addresses, Cont.

Current	New	Purpose
<a href="mailto:ssaenapor@yourtickettowork.ssa.gov">ssaenapor@yourtickettowork.ssa.gov</a>	<a href="mailto:ENAPOR@ssa.gov">ENAPOR@ssa.gov</a>	APOR inquiries
<a href="mailto:TPRhelpdesk@yourtickettowork.ssa.gov">TPRhelpdesk@yourtickettowork.ssa.gov</a>	<a href="mailto:TPRHelpdesk@ssa.gov">TPRHelpdesk@ssa.gov</a>	TPR inquiries
<a href="mailto:Stories@choosework.ssa.gov">Stories@choosework.ssa.gov</a>	<a href="mailto:TTWStories@ssa.gov">TTWStories@ssa.gov</a>	Success stories
<a href="mailto:Webinars@choosework.ssa.gov">Webinars@choosework.ssa.gov</a>	<a href="mailto:TTWwebinars@ssa.gov">TTWwebinars@ssa.gov</a>	WISE inquiries
<a href="mailto:SocialMedia@choosework.ssa.gov">SocialMedia@choosework.ssa.gov</a>	<a href="mailto:TTWsocialmedia@ssa.gov">TTWsocialmedia@ssa.gov</a>	Blog posts and social media suggestions

# Communications and Outreach Updates

**Jayme Pendergraft**

Director of Communications and Outreach

Ticket Program Manager

## New Materials – Videos Now Available

- Recently published a series of short videos promoting the Ticket Program and other Work Incentives, along with the services you provide.
- Videos are available online: [Videos | Choose Work! - Ticket to Work - Social Security](#)
- The videos can be used to market the Ticket Program.



## 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 and the Plan to Achieve Self Support**," is March 26, 2025, from 3-4:30 p.m. ET.

FREE WEBINAR

# Ticket to Work and the Plan to Achieve Self-Support

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



Produced at U.S. Taxpayer Expense

## Communications and Outreach Connections

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



# EN Service Provider Foundations Training Update

**Ana Morales**

EN Development and Training Manager

Ticket Program Manager



# EN Foundations Modernization

- EN Foundations Modernization Project to update learning modules:
  - Incorporated eLearning best practices
  - Updated outdated content
  - Gained operational efficiencies via re-built Bridge Learning Management System (LMS)
  - Will maintain content through responsive authoring tool
- Launch Date: April 1<sup>st</sup>, 2025
  - Pre-launch GovDelivery announcement
  - Enroll new learners into new modules April 1, 2025
  - Maintain current LMS until May 30, 2025

# Question and Answer Session

# Asking Questions

## 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, June 17, 2025**, at 1:00 p.m. ET
- Send topic suggestions for All EN Calls to:  
[ENOperations@yourtickettowork.ssa.gov](mailto:ENOperations@yourtickettowork.ssa.gov) (Effective April 1st, send email to: [ENOperations@ssa.gov](mailto:ENOperations@ssa.gov))

### Upcoming events:

- **March 26: WISE Webinar – Ticket to Work and the Plan to Achieve Self- Support**
- **April 9: EN Essentials - Building Successful Employer Partnerships**
- **May 6: All EN Payments Call**

### [2025 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](mailto:TicketToWork@subscriptions.ssa.gov)