



# QUARTERLY ALL EN CALL RECAP

**March 18, 2025**

## **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:

- 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 (SSA)**

Patrice welcomed everyone to the call and announced that she is the new Acting Director for the Office of Employment Support (OES) after the recent retirement of Rob Pfaff. Patrice has worked for OES for six years and looks forward to leading OES.



## **New Subsidy Form**

### **Mariely Lopez OES Policy (SSA)**

Mariely Lopez provided basic information about subsidies for reducing countable income for Substantial Gainful Activity (SGA) determination and reviewed changes made to Subsidy Form SSA-3033.

A subsidy occurs when an employer subsidizes the earnings of a beneficiary by paying more in wages than the reasonable value of the actual services performed. When this occurs, the excess is regarded as a subsidy rather than earnings. SSA subtracts the value of the subsidy from the person's gross earnings to determine if they have performed SGA.

Special conditions are subsidies generally provided by someone other than the employer. If the beneficiary is not fully earning their wages because the work is performed under special conditions, then SSA counts only that part of their wages that are “earned” by the individual. An example of this is when a Vocational Rehabilitation agency provides a job coach to assist in part or all the individual’s job duties, or close and continuous supervision.

### **Updating the Subsidy Form (SSA-3033)**

A recent Office of Inspector General (OIG) audit recommended updates to Form <https://inform.ba.ssa.gov/PDFs/ssa3033.pdf> to include specific instructions for SSA employees to verify, and apply correct subsidy amounts and update the form with clearer instructions for employers on how to complete the form. SSA formed a workgroup with various stakeholders to review and update the form to make it easier to understand and complete, and to provide for more consistent agency application of subsidy.

The updated form better defines subsidy, clarifies why the information is needed, and describes how subsidies reduce countable income. The form also includes examples of when a subsidy may exist.

The form also clarifies that employers are not the only source of subsidy information and provides examples of other sources with first-hand knowledge of the employee’s work activity that may use the form to provide information. Knowledgeable sources include supervisors, employment service providers, job coaches, etc.

Other changes to the form include: an extended response time for returning the form; more detailed information related to employment dates, salary, and names; removal of the Unsuccessful Work Attempts (UWA) questions; revisions to the percentage selection to include values of subsidy from 10% - 100%; and an “Other” option to calculate a subsidy other than those listed.



## Email Address Changes

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

Derek announced that, effective April 1, many Ticket Program email addresses will change. This brings Ticket to Work Program email addresses in compliance with a requirement that all federal agencies use .gov domains. ENs should continue to use the emails currently in use until April 1. Service providers will receive this information soon via GovDelivery message.

## Communications and Outreach Update

### Jayne Pendergraft, Director of Communications (TPM)

Jayne announced that SSA recently published a series of short videos that promote the Ticket Program and other Work Incentives, and describe the services provided by ENs and VRs under the Ticket Program. The videos are available online at [Videos | Choose Work! - Ticket to Work - Social Security](#) and can be used to market the Ticket Program. She encouraged ENs to share them on their social media and communications with Ticketholders and the public.

Jayne invited everyone to promote and join WISE webinars on the fourth Wednesday of the month. The next WISE Webinar, "Ticket to Work and the Plan to Achieve Self-Support," is coming up next week on March 26, 2025, from 3 - 4:30 p.m. ET.

She invited ENs to submit success story leads at [stories@choosework.ssa.gov](mailto:stories@choosework.ssa.gov), (Effective April 1, send email to [TTWstories@ssa.gov](mailto:TTWstories@ssa.gov)), and to not include any Personally Identifiable Information in any email inquiries.

## EN Service Provider Foundations Training Update

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

Ana shared an update that TPM has completed the modernization of the Service Provider Foundations training modules. This modernization includes the incorporation of eLearning best practices, updated content, and the ability to refresh the content through a responsive authoring tool.

The new training will launch April 1, 2025, and ENs can expect to receive a GovDelivery announcement soon to include information about the details.

TPM will enroll new learners into the new modules April 1, 2025, and will maintain the current LMS until May 30, 2025, so that the 70+ learners participating can finish their training.



The modules will also be available to other EN employees and the general public at [Service Provider Foundations Learning Modules | Ticket to Work](#). This page will be updated on April 1 with the new learning modules.

## Questions & Answers

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

## Upcoming Events

Derek announced 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

The date for the next All EN call is 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 1, send email to [ENOperations@ssa.gov](mailto:ENOperations@ssa.gov)).