



TICKET
to **Work**

Quarterly All VR Call

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

Date: April 15, 2025



Agenda

- Welcome
- Logistics
- Cost Reimbursement and Ticket to Work Training Symposium Recap
- Question and Answer Session #1
- VR Updates
- Question and Answer Session #2
- Upcoming Event

Logistics

- **This call is being recorded and transcribed.**
 - Participants are **not permitted** to record this meeting nor capture the transcript.
- **During the Q & A Session:**
 - Chat is not available to post questions. You must ask your question aloud.
 - If joining via phone and you wish to ask a question, raise your hand utilizing *5 and you will be unmuted by the Facilitator; then press *6 to unmute yourself.
 - If joining on the MS Teams app, click the raise hand icon, and the Facilitator will provide access to audio to allow you to unmute your microphone.

Logistics, *Cont.*

- **Please ask one question each time you are called upon by the Facilitator.**
 - Additional questions or comments can be sent to:
VR.Helpdesk@ssa.gov
 - Those questions not answered during the live event will be forwarded to the appropriate panelist for comment.
- **Closed Captioning is available for participants who join using the MS Teams Application or utilizing the separate Closed Captions link provided.**
 - To turn on Closed Captions in Teams, go to “More” at the top of the MS Teams window and click “Language and Speech.” Next, select “Turn on live captions.”
 - When using the link option, paste the link in the browser and it will open in a separate window to view Closed Captions.

Cost Reimbursement (CR) and Ticket to Work (TTW) Training Symposium Recap

(March 4-6, 2025 – Linthicum Heights, Maryland)

Eric Schmidt, Program Manager, MD Division of Rehabilitation Services (DORS)

Shelley Paquette, Program Specialist, MN VR, Ticket to Work/CPWIC

CR and TTW Training Symposium Recap *(1 of 11)*

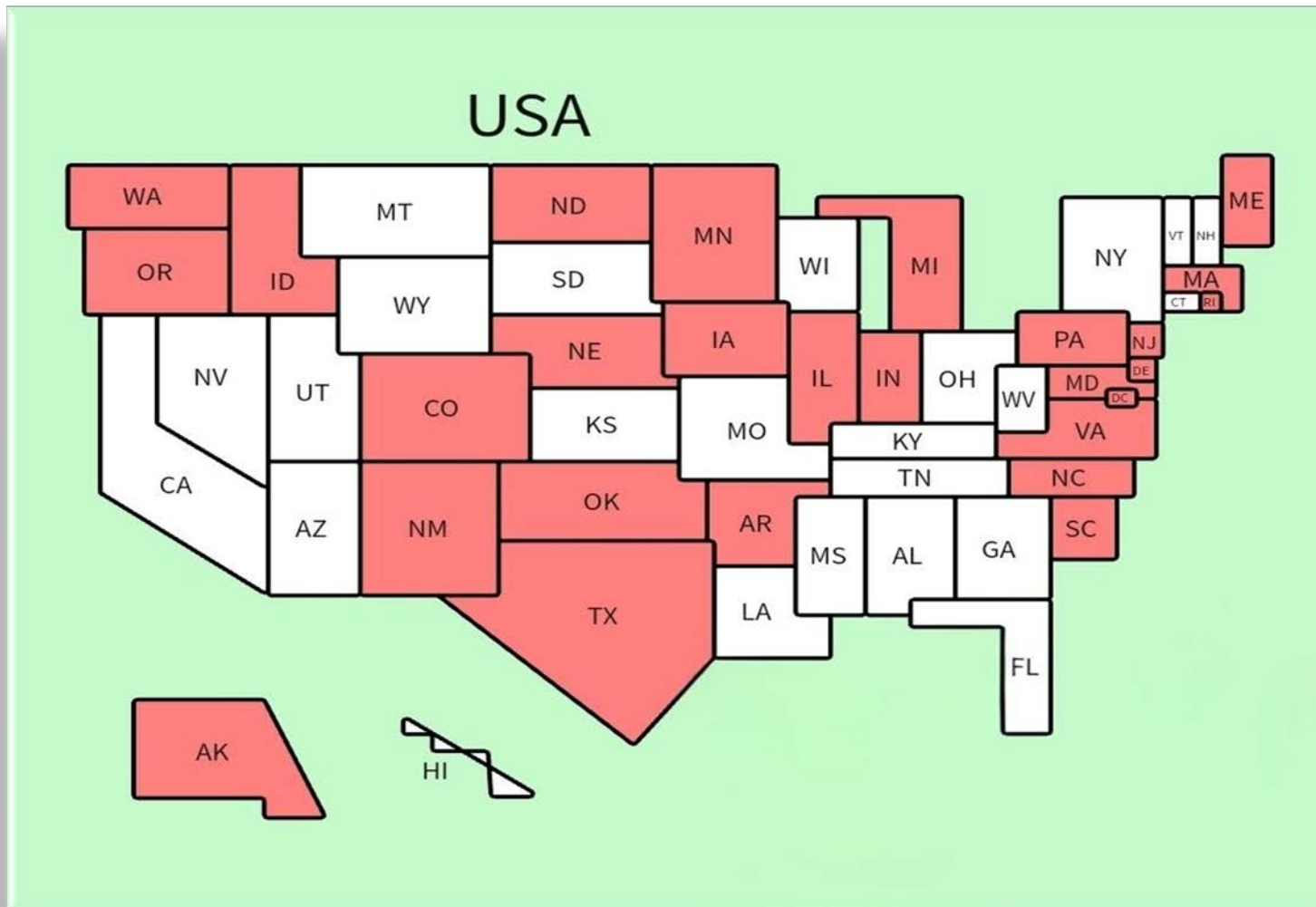
Why was the Symposium needed?

- Previous CSAVR Spring agenda included CR training section.
- Last one held in 2019.
- COVID derailed this opportunity.

Steps to Develop the Symposium:

- Eric Schmidt – Maryland VR
- Enlisted many onto this team from SSA, other VRs and Blind agencies and ENs.
- Identified topics from previous CR trainings, added current relevant subject matter.
- Secured Maryland leadership approval and support.
- Developed a packed agenda.
- Secured location/identified local lodging.

CR and TTW Training Symposium Recap *(2 of 11)*



27 States in attendance

- 80+ attendees
- 36 VR agencies
- 6 SSA staff
- Multiple staff from ENs and Benefit Planning partners

CR and TTW Training Symposium Recap *(3 of 11)*

Agenda

- **Day 1:** SSA Full Day of Training
 - Overview of cost reimbursement, recommended practices, Ticket Portal highlights, Q&A sessions (great questions/clarification/details)
- **Day 2:** VR-Driven CR Basics/Overview
 - Claims/denials/Recons, C3s/PVRs, tracking claims, general/blind differences, Pre-ETS pilot, Ticket or CR-what's best for your state, importance of Ticket assignments, best practices
 - Data tools and best practices
 - UI/SWIS UI, VRCER, Work Number, use of the Ticket Portal, SVES, budget forecasting, Cost Formula, value of good data
- **Day 3:** VR-Driven Training on Ticket to Work
 - Benefits Planning, Partnership Plus, and tying all the component processes together to achieve results

CR and TTW Training Symposium Recap *(4 of 11)*

Highlights

Cost Formula (CF):

- RSA is changing the forms again (used for the CF development form)

Notice of Determination (NOD):

- Denied – Printed day of decision
- Paid – Printed the date of fiscal transfer from SSA

Assignments:

- We are required to report SSA clients who are working with us.
- When “Ticket is terminated,” this may be reflected as TW01. If we continue to send in the SSN to check, it may result in further Tickets (i.e., TW02, TW03, etc.).

CR and TTW Training Symposium Recap *(5 of 11)*

Highlights, *Cont.*

Claims:

- Tip: If submitting multiple claims for 1 person, send in the smallest claim.
 - If denied for earnings, wait to submit the others.

Ticket Portal:

- If you created a *my SSA* account with a work email, you should change it to a personal email online via the *my SSA* website.
 - For assistance with changing your email address, contact the helpdesk for the website you used to create your account.
 - **Login.gov**
 - Call for assistance (844) 875-6446, 24 hours a day, or
 - Submit a help ticket at <https://login.gov/contact/>
 - **ID.me**
 - Submit a help ticket at https://help.id.me/hc/en-us/p/contact_support

CR and TTW Training Symposium Recap *(6 of 11)*

Highlights, *Cont.*

PVRs/SGA:

- No longer require the reference # on all documents for a diary submission
- If you have faxed in documentation more than 30 days ago and haven't received a response, email the helpdesk.
- PVRs are chosen randomly, a percentage based on the previous year's submission.
- PVR notices now reflect the 75-day due date.

New VR Handbook:

- In development
- The Ticket User Portal Guide update is in development.

CR and TTW Training Symposium Recap (7 of 11)

Highlights, *Cont.*

General:

- What is considered “good cause” for missing deadlines/etc., things out of your control (fire, Act of God, systems issues, etc.); not acceptable (vacation, retirements, etc.).
- Mailings are from decision date, not from the date you open the mail.
- TPM Contractor may change (RFI is currently out).
- You can file for cost reimbursement even if there is not a Ticket (16 – 17 years old, SSI or concurrent). Refer to the Code of Federal Regulations (eCFR :: 20 CFR 411.350).
- Ticket Unassignment Request Form can be signed electronically, revised December 2024.

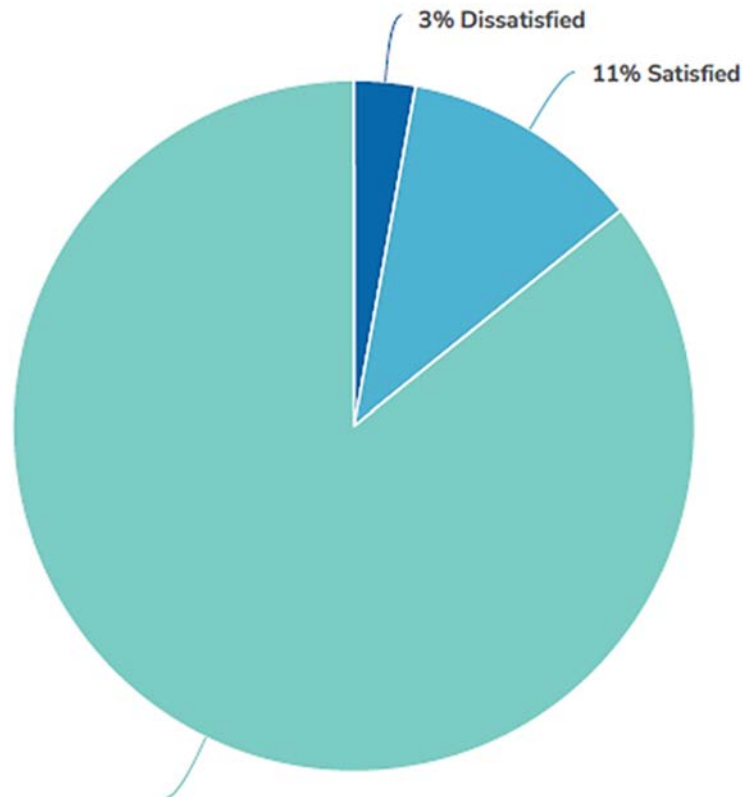
<https://choosework.ssa.gov/Assets/cw/docs-materials/Beneficiary-Ticket-Unassignment-Request-Form.pdf>

- NENA was shared as a resource for those who connect with Employment Networks (ENs).
<https://nenaticket.org/>

CR and TTW Training Symposium Recap (8 of 11)

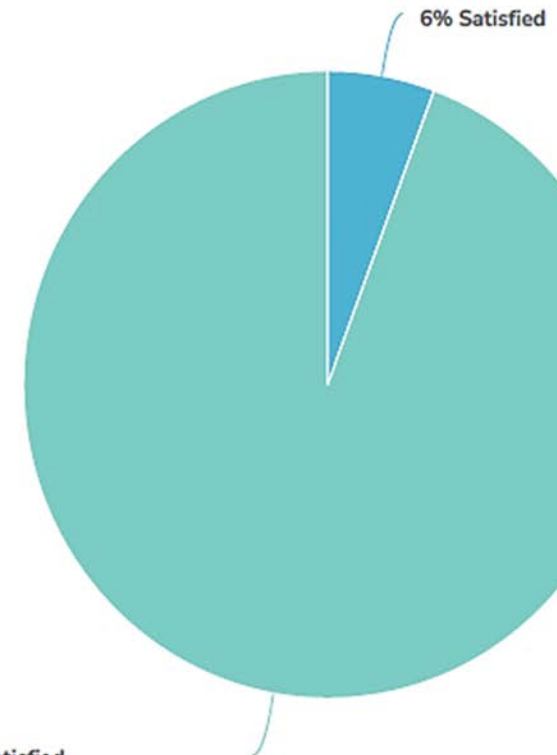
Survey Results

How satisfied were you with the agenda?



86% Very Satisfied

4. How satisfied were you with the overall value in attending the symposium?



94% Very Satisfied

CR and TTW Training Symposium Recap *(9 of 11)*

Survey Results, *Cont.*

■ Additional SSA Questions

- We inquired and will be sending some follow-up questions from the survey to SSA.
- This is in addition to questions sent ahead of the conference and those asked in the room.

■ Future Symposium Planning

- Sounds like we should keep this going
 - We obtained feedback for future sessions:
 - Allow more time for networking
 - Include breakouts for working topics or by experience level
 - Have more experts share on topics in the future
 - Address some housekeeping improvements (mic, temperature, etc.)

CR and TTW Training Symposium Recap *(10 of 11)*

Survey Highlights: Additional Training Needs

- Employment Networks, Partnership Plus
- Establishing national workgroups to address challenges/improve processes
- Benefits Planning and cost reimbursement
- CR for SSI age 16-18 group w/o Tickets
- Newbie sessions
- VRCER
- Data strategies from Texas
- Ticket to Work
- Pre-ETS
- SVES
- Morrow Ticket Tracker
- Best Practices/Tips
- VR as an EN
- The basics/practical
- Ticket to Work Portal fields

CR and TTW Training Symposium Recap *(11 of 11)*

Next Steps

- Send out final Symposium presentations
 - Make final edits, then send presentations out to everyone on the CSAVR list.
 - Contact Ashlee.Deans@dars.virginia.gov to be added to the list. (This is the avenue for our CR VR group to connect monthly.)
- Hold CSAVR Monthly Calls and Trainings
 - We have identified 6 topics that require additional training and will be rolling those out in future CSAVR calls or separate meeting times and will share that with the email group noted above.
 - Topics like:
 - State Verification and Exchange System (SVES)
 - Others identified at the symposium or from the survey
- Identify Locations – Look for other states to volunteer to host future Symposiums.

Question and Answer Session #1

Question and Answer Session #1

Over the Phone:

- Raise your hand by dialing *5 and you will be unmuted by the Facilitator
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MS Teams:

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***Please state your first name only, VR name and ask your question.**

VR Updates

Keitra Hill

VR Payments Manager

Ticket Program Manager

Pre-Payment Validation Review

Update:

VR agencies are **no longer** required to send the PVR notice as part of the required PVR documentation.

Required Documentation:

1. Signed SSA-199 with costs in numerical order
2. Proof of payment for requested services
3. Signed Individualized Plan for Employment (IPE) or amended IPE
4. Case/Progress Notes

New Ticket to Work Program Email Addresses

- On Friday, March 28, the Social Security Administration announced via a GovDelivery message about the new Ticket to Work Program email address listed below.
- Please update your contacts to reflect the new email addresses listed below.

New Email Address	Email Scope	Where to find the email address
ENOperations@ssa.gov	EN Training and Partnership Plus	Your Ticket to Work website Contact Us page
ENRecruitment@ssa.gov	Potential ENs	Not listed on the public websites yet
ENPaymentsHelpDesk@ssa.gov	EN Payment Inquiries	Your Ticket to Work website Contact Us page
ENSystemsHelp@ssa.gov	Ticket assignment, service provider website, and Ticket Portal	Your Ticket to Work website Contact Us page
TTWProgramIntegrity@ssa.gov	Services and Supports Reviews	Your Ticket to Work website Program Operations – Referral Agreements page
ENAPOR@ssa.gov	APOR Inquiries	Not listed on the public websites yet
TPRHelpdesk@ssa.gov	TPR Inquiries	Your Ticket to Work Contact Us page
TTWStories@ssa.gov	Success Stories	Choose Work website Success Stories page
TTWwebinars@ssa.gov	WISE Inquiries	Not listed on the public websites yet
TTWsocialmedia@ssa.gov	Social Media	Not listed on the public websites yet

Question and Answer Session #2

Question and Answer Session #2

Over the Phone:

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MS Teams:

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***Please state your first name only, VR name and ask your question.**

Upcoming Event

Work Incentive Seminar Event (WISE) Webinar

- Next WISE Webinar, **“Using Your Plan to Achieve Self-Support”** is on April 23, 2025, from 3-4:30 p.m. ET.

Resources

■ Phone

- Monday through Friday 9 a.m. – 5 p.m. ET
- Toll Free: 1-866-949-3687/TTY: 1-866-833-2967
 - Option 1: Beneficiary Help Desk
 - Option 2: EN Payments Help Desk
 - Option 3: EN Systems Help Desk
 - Option 4: State Vocational Rehabilitation Agencies

■ Email

- For issues regarding: Cost Reimbursement, Ticket assignment, the service provider website, and the Ticket Portal email VR.Helpdesk@ssa.gov

Thank you for your participation!