



### **GovDelivery Recap, Holiday Schedule, Inclement Weather and future all EN Call Updates**

Michelle Laisure reviewed the October GovDelivery messages including an announcement of a November 10 Federal Partners in Transition call on collaborative efforts to address the needs of students and youth with disabilities. Three additional messages provided details on the first ever Ticket to Work Virtual Job Fairs scheduled for November 18 and 19.

She announced the following holiday closures for the Ticket Program Manager (TPM) offices: Wednesday, November 11; Thursday - November 26; Friday - December 25; and Friday - January 1 (2016). The TPM closes offices in accordance with the Inclement Weather Schedule as determined by the U.S. Office of Personnel Management for the Washington, DC area.

To accommodate the holidays, the November and December All EN Payments Calls have been scheduled for Tuesday, November 17, and Tuesday, December 15. The December All EN Call is cancelled to accommodate the transition to the new TPM contract. It was noted that there may be changes to the schedule and/or format of future All EN Calls. ENs are encouraged to send suggested topics for All EN Calls to [ENservice@ssa.gov](mailto:ENservice@ssa.gov).

### **Ticket Mailing Update**

Gary Rauch announced that SSA plans to substantially increase the number of beneficiaries receiving Ticket mailings beginning January 2016. First, individuals awarded disability benefits 12 months and 36 months prior to the month in which the mailing occurs will be added to Ticket mailings based on the current mailing criteria. Second, SSA is instituting a nine-month catch-up initiative beginning in January to ensure that Tickets are mailed to the approximately 1.2 million people who were awarded disability benefits during the period when Ticket mailings were suspended. The current mailing criteria will be used for the catch-up mailings. ENs and State VR agencies should expect to see an increase in inquiries about the Ticket program as a result of the additional 130,000 to 200,000 beneficiaries receiving Ticket mailings during the catch-up period. ENs also need to be prepared to respond to inquiries in a timely manner.

### **Find Help Tool (EN Directory Updates)**

Katie Striebinger discussed changes to the Find Help Tool (or EN Directory) as part of the transition to SSA's new management information system for the Ticket program. A September GovDelivery message to service providers asked them to submit to SSA their desired Directory listing description. The changes submitted to date have been made. Service providers were encouraged to visit the Directory to check their EN's listing. If a provider wants to further tailor the information listed, corrections, deletions and additions should be sent to [ENservice@ssa.gov](mailto:ENservice@ssa.gov). Providers should expect a response within a week of the request.

### **EN Site Review**

Gary Rauch noted that SSA conducted site reviews in a condensed fashion in August and September. ORDES staff are working on the site visit final reports and an analysis of the data and results. They anticipate sharing information on best practices and general concerns with the Ticket to Work service provider network in the near future to facilitate improved service provision to beneficiaries with disabilities.

## **EN Payment Update**

Regina Bowden announced that payments are now being processed daily through the ePay process. A new quarter of earnings has arrived since the last run. The fact that so many beneficiaries are generating payments to ENs and State VR agencies indicates that people who entered the workforce are still working. Once the data in this new quarterly earnings file is processed, SSA will have a good idea of how future file processing will move forward.

## **Virtual Job Fair (VJF) Update**

Don Jones provided details on the first ever Ticket to Work Virtual Job Fairs scheduled for Wednesday, Nov. 18 (1:00 – 5:00 p.m. ET) and Thursday, Nov. 19 (9:00 a.m. – 1:00 p.m. ET). The eleven participating employers (Anthem, BMO Harris, Boston Scientific, CACI, CSX, Enterprise, General Motors, Grainger, Kaiser Permanente, McKesson, and TD Bank) are Federal contractors that have thousands of job openings around the country requiring different skills and experience levels. To meet their Section 503 requirements, these companies are particularly interested in hiring qualified individuals with disabilities. Details on the types and locations of these openings will be sent to the service provider network next week.

To participate in these Virtual Job Fairs, a beneficiary must:

- Be age 18 through 64 and receive Social Security disability benefits;
- Have assigned his or her Ticket to an approved EN or a State VR agency;
- Be ready for immediate work; and
- Be able to accept a job offer should it be made.

To register to participate, a beneficiary must download and complete the consent form found at [www.choosework.net/vjfconsent](http://www.choosework.net/vjfconsent). This form gives SSA permission to share with employers and others the beneficiary's resume, VJF profile and other relevant information provided in connection with the Job Fair. Once the EN or State VR agency with the beneficiary's Ticket assignment has the beneficiary's completed consent form and his or her resume on file in a secure location, the beneficiary must register for the event at <https://vts.inxpo.com/Launch/QReg.htm?ShowKey=23182>. Registrations will be accepted up until the day of the event.

To learn more about the VJFs, check out the following resources:

- The **Virtual Job Fair Candidate Guide**  
[https://yourtickettowork.com/documents/855575/918529/Virtual\\_Job\\_Fair\\_Candidate\\_Guide.pdf](https://yourtickettowork.com/documents/855575/918529/Virtual_Job_Fair_Candidate_Guide.pdf)
- **Virtual Job Fair Tutorials** are available on YouTube.  
<https://www.youtube.com/playlist?list=PLc9Y6cCoTgps5ToCgVxLBJvj32UaUFO9h>

Questions about the Ticket to Work Virtual Job Fairs should be sent to: [vjf@choosework.net](mailto:vjf@choosework.net).

## **PII Refresher/Reminder**

During the VFP discussion, it was noted that protecting Personally Identifiable Information (PII) would be a critical aspect of these events. Service providers were strongly encouraged to work with beneficiaries planning to participate in the job fairs to ensure that they do not share any PII during these events. As a reminder, service providers were referred to the resources available on the Your Ticket to Work website that deal with protecting PII. Visit <https://yourtickettowork.com> and go to the Information Center. Click on "Training" in the left navigation and then look for the power point presentation on Personally Identifiable Information under "Compliance." This presentation was last updated on 10/20/15.

### **Closing Remarks**

As part of the transition from two program manager contracts to one Ticket Program Manager contract, Ticket Training Tuesday sessions have been discontinued for the remainder of this calendar year.

ENs that have questions or concerns should contact their assigned EN Services Branch representative or email [ENservice@ssa.gov](mailto:ENservice@ssa.gov)

**Join us for the next All EN Call  
Thursday, January 7th  
3 – 4 p.m. EST**

The full transcript and audio from All EN Calls are available at  
<https://yourtickettowork.com/web/ttw/events-archive>