

Introductions and updates

Carol Cohen (SSA)

Welcomed everyone and shared updates:

- Many Employment Networks (ENs) hosted site reviews during the summer months. Each year, a Social Security team visits different EN sites. This is an opportunity for Social Security to get a sense of the EN's business and for ENs to ask questions and clarify issues. SSA is doing as many visits as possible. Site visit reports are forthcoming and should be issued within a few weeks of a visit. Contact Carol or your EN specialist with any questions.
- Rob Pfaff is currently on a Washington, DC Hill detail doing staffing work. He is expected to return to Social Security in early 2018. Gary Rauch is taking on Rob Pfaff's role in addition to his Office Director role.

Ticket Program Agreement (TPA)

Renee Clarke (SSA)

The EN TPA is due back to SSA by September 1. Signatory Authorities are required to sign the TPA, update the EN information sheet and return documents to ENservice@ssa.gov. For more information, visit:

- <https://yourtickettowork.ssa.gov/web/ttw/resource-documents>
 - Ticket Program Agreement (TPA) – Review Presentation
 - TPA Frequently Asked Questions (FAQ)
- <https://yourtickettowork.ssa.gov/web/ttw/events-archive>
 - July 25 All EN Payments Call reviewed the TPA changes for payments

If you are unsure whether SSA has received your TPA, please ask EN Service for confirmation.

Training Package and Posters for SSA Field Offices

Melanie Porter (SSA)

Ticket to Work (Ticket) program training and information packages were distributed on August 3 to all Social Security field offices. The materials are in response to beneficiaries telling SSA that they were receiving incorrect information from field offices, or that field office staff were unaware of the Ticket program. The materials include Ticket program background information and training, talking points and a link to the 4-minute "Meet Ben"

video. A closed-caption version will loop in field office lobbies. Also included is a desk aid with quick links to the Choosework and Your Ticket to Work websites, a decision tree for quick Ticket program answers and the Help Line phone number.

SSA updated a Ticket program fact sheet, “Incentives to Help You Return to Work”, that is available for all beneficiaries. A Ticket program poster is included for display in the field office lobby area. Some of the materials provided to the field offices, including the “Meet Ben” video and poster, can be found in the Service Provider Resources at <https://choosework.ssa.gov/provider-resources.html>.

Website enhancements

Felix Stump (TPM)

TPM recently made changes to the service provider and beneficiary websites, including URL addresses. TPM moved the choosework.net website to <https://choosework.ssa.gov> and the yourtickettowork.com website to <https://yourtickettowork.ssa.gov>. Email addresses that ended in @choosework.net and @yourtickettowork.com have been changed to end in .ssa.gov. Previously bookmarked websites or e-mail inboxes will automatically be rerouted to the new addresses.

Based on your feedback, the Find Help directory on the Choosework website has been further enhanced. The guided search function using the question tool is now working. ZIP Codes are required for all searches and the search has been increased from a 60- to 100-mile radius of the beneficiary ZIP Code. Search results generate only the service providers who are providing services in the beneficiary service area. The default search order lists ENs by proximity to the ZIP Code. The closest EN organization is listed first followed by ENs in proximity auto order. The beneficiary can then further sort the list.

The scores from the beneficiary satisfaction survey have been added to the EN report cards. Search for your EN on the Find Help tool and click on EN profile for the overall satisfaction rating. Click on the rating to see a satisfaction question score breakdown. If you do not see a score for your EN, it may be because of an insufficient number of beneficiary responses. Scores are only listed for ENs that had assigned beneficiaries respond to the survey in a sufficient number to protect the beneficiary’s privacy. TPM will schedule a meeting in the next few weeks to share a summary of the overall satisfaction survey findings.

Guest speaker on Promoting Opportunities Demonstration (POD)

Debra Engler and John Jones (SSA)

The full presentation is available in the Information Center <https://yourtickettowork.ssa.gov/web/ttw/events-archive>.

Promoting Opportunities Demonstration (POD) Questions and Answers:

Will the participants know which group they will be in or will it be a surprise after they volunteer?

Beneficiaries will volunteer to enroll in the project. Once enrolled, the evaluation contractor will randomly assign eligible volunteers into 1 of 3 groups. After random assignment, beneficiaries will be notified of the assigned group.

Will EN payments be the same for clients participating in POD?

Yes, EN payments will continue as they are under current rules.

If a beneficiary moves from eligible state, can they continue on POD?

Yes. If a beneficiary moves outside of the catchment areas after enrolling in POD, that beneficiary will continue as a participant in the demonstration.

Is POD for SSI Beneficiaries?

SSDI beneficiaries who also receive SSI payments are eligible to participate in POD; however, SSI-only recipients are not eligible to participate in POD.

How will this POD impact EN Payments?

EN payments will continue as they are under current rules.

How did the POD sites get selected and will the sites change over the 5-year period?

Abt Associates, the implementation contractor, proposed these POD sites because they offered a large enough pool of diverse beneficiaries to meet our enrollment goal and willing partners to provide services directly to beneficiaries.

Will National ENs not in the targeted areas be asked to participate since they serve those areas?

ENs can assist in the demonstration by communicating to beneficiaries that POD is a legitimate SSA project and referring beneficiaries to the POD website and toll-free phone number to participate in POD.

Guest speakers on Partnership Plus Model

David Leon (Virginia DARS) and Missy Crawford-Smith (ServiceSource)

The full presentation is available in the Information Center <https://yourtickettowork.ssa.gov/web/ttw/events-archive>.

EN development and training updates

Ana Morales (TPM)

Training requirements are associated with the new TPA. Effective September 1, 2017, training is mandatory for:

- EN key contact(s) responsible on TPA for Ticketholders, payments, and TPA inquiries
- New employees with these responsibilities that start after TPA award

New ENs must complete training before being activated and allowed to serve beneficiaries within 60 days after:

- New EN award date
- Social Security is notified of key staff change

Brief information on the training modules and a chart that is specific to the modules required to graduate from training is located at <https://yourtickettowork.ssa.gov/web/ttw/service-provider-foundations>. Send questions or a request for training to ENService@ssa.gov.

To consolidate information and resources shared through e-mail and national calls, TPM developed the quarterly Ticket Connection e-newsletter. The August edition was distributed on July 27. You can e-mail us at TicketConnection@yourtickettowork.ssa.gov.

Outreach

Jayne Pendergraft (TPM)

The Service Provider Toolkit resources include downloadable Ticket to Work posters and banners and the “Meet Ben” video that you can post to your EN website. Sample press releases, one each for new and existing ENs, are also available. We encourage you to link back to www.ssa.gov/work on your website. Access the Service Provider Toolkit at <https://choosework.ssa.gov/provider-resources.html>.

To help spread the word about WISE webinars or to volunteer to present on a webinar contact us at ChooseWork-Webinars@choosework.ssa.gov. The August 23 webinar focuses on Supplemental Security Income (SSI) and is part 1 of a 2-part series. Part 2 on September 27 will focus on Social Security Disability Insurance (SSDI). You can retweet or repost WISE webinar twitter content to your audiences.

Read and share the newest Ticket to Work success story on Sandy at <https://choosework.ssa.gov/library/sandy-success-story>. Sandy's story was e-mailed to you on August 16. We encourage you to share and promote our beneficiary stories.

To submit a success story idea or to volunteer to be a guest blogger, contact us at stories@choosework@ssa.gov.

- ▶ The full transcript and audio from the Quarterly All EN Call are available at <https://yourtickettowork.ssa.com/web/ttw/events-archive>.
- ▶ The next Quarterly All EN Call will be held **November 16, 2017 at 3 p.m. ET**.