

Introductions and Updates

Robert Pfaff (SSA)

Rob Pfaff welcomed everyone to the call, including new Employment Networks (ENs) activated to serve Ticketholders since the last All EN call.

EN Site Visits

Social Security is currently engaged in annual EN site visits, which are conducted by Social Security and the Ticket Program Manager (TPM) staff. The goal is to evaluate how ENs are doing and offer on-site support. Social Security appreciates the hospitality of the ENs that host our visits.

Suitability is one of the requirements the team reviews, which can cause questions and issues. As a reminder, all EN staff working with beneficiaries must have suitability.

During the site visit, the team reviews various EN records and IWPs, and hold discussions about the EN's services and operations. SSA and TPM will conduct site visits through September 2019 and SSA will determine later whether funds will be available for site visits in FY 2020.

Requirements for ENs with multiple business models

Social Security has identified an issue for ENs operating separate business models under one DUNS number and one Ticket Program Agreement (TPA). For example, some ENs provide services under a traditional EN model and also serve as an Administrative EN. In order for Social Security to track Ticket activity for each business model, these ENs must obtain a separate/distinct DUNS number and EN name for each business model. For Administrative EN models, this will enable Social Security to track Ticket activity with the affiliate organizations.

Multiple business models can be successful. For example, a traditional EN may have 50 Tickets assigned and then establish an Administrative EN with a separate DUNS number. They can then partner with affiliate organizations and assign those Tickets under the Administrative EN.

ENs operating under two or more business models but with one DUNS and one TPA should revert to the traditional EN model until they obtain another DUNS number and establish an agreement with Social Security for the additional business model.

A second DUNS number through Dun and Bradstreet can be obtained for free. TPM will host a call in March to explain the process with instructions and training materials.

TPM will contact and invite current ENs that are operating more than one business model to attend the call. ENs interested in operating under more than one business model are encouraged to do so, especially as an Administrative EN. Contact ENoperations@yourtickettowork.ssa.gov if you wish to participate in the March call.

Beneficiary Wage Reporting on MySSA.gov

Kimberly Bolton (SSA)

Rob Pfaff introduced Kimberly Bolton as Social Security's presenter on Beneficiary Wage Reporting.

The presentation reviewed Social Security systems for telephone and mobile wage reporting, who can report wages online, myWageReport, and use of *my* Social Security accounts. The presentation also provided a demonstration. The full presentation is posted online with the All EN Call materials.

A Question and Answer period followed the presentation. Due to time, all questions could not be addressed. The remaining questions will be compiled and answered in a separate document and posted with the All EN Call materials.

Supporting Ticketholders to prevent and manage overpayments

Heather Miller (Easter Seals Nebraska)

Heather Miller shared insights and tips for working with and coaching Ticketholders to report their wages in an effort to prevent beneficiary overpayments. It is important to make sure that beneficiaries know what Work Incentives are available to them. Benefits counseling is a very important service ENs should be providing. If ENs do not have Work Incentives expertise, they should contact the Work Incentive Planning and Assistance (WIPA) program to assist them in identifying where the beneficiary is in the Trial Work Period process, Work Incentives available to them and helping beneficiaries understand and prepare for when their benefits will end due to earnings from employment.

ENs should be prepared to coach and support a beneficiary who is afraid to report wages by helping them to understand why it is important. ENs can also help Ticketholders to anticipate when a benefit check should or will stop and be prepared for benefit cessation. A contact at the local SSA field office can be helpful in getting benefit checks stopped in a timely manner to help avoid an overpayment. Should a beneficiary get overpaid, advise them not to spend the overpayment funds. Some beneficiaries want to immediately write a



check to Social Security for overpayments. Advise them to wait for the overpayment letter and then address the repayment and not get discouraged.

Rob Pfaff noted how important it is for an EN to provide benefits counseling services. He reminded ENs that wish to add benefits counseling as a service that Social Security offers free Work Incentives training and certification through Virginia Commonwealth University. EN staff can obtain a Community Partner Work Incentives Counseling (CPWIC) certification. For ENs interested in receiving this training, contact <https://vcu-ntdc.org/training/initial/calendar.cfm>

Reminders

Cara Caplan (SSA)

APOR

All ENs must complete the Annual Performance Outcome Report (APOR) by Thursday, February 28, 2019, except State Vocational Rehabilitation (VR) agencies, American Job Centers (AJCs) and ENs with contract award dates in 2018 and 2019.

ENs that must complete the APOR and do not complete the APOR by February 28 will be placed on hold, including Ticket assignments and payments. Not completing the APOR may result in EN contract termination.

APOR links were sent on February 1. Use the link that was emailed directly to the EN Program Contact to complete the APOR. If you need a link or have questions, contact SSAENAPOR@yourtickettowork.ssa.gov with the subject line "APOR Assistance – *Your DUNS Number.*"

Security Awareness

All ENs and all EN staff are required to complete the Security Awareness Training form (SSA-222) by February 28, 2019. Failure to complete this form annually will block Ticket Portal access, will result in a hold being placed on the EN, including Ticket assignments and payments, and may result in contract termination.

EN staff must review, sign and keep a copy of the SSA-222 forms on file at their location. In addition to signing the individual SSA-222 form to be kept onsite by the EN, the Signatory Authority or Suitability Contact must complete a copy of the attached Addendum form that lists all staff who have completed the form for the EN. The only exception to this are ENs that are run by a single contact. In this case, an SSA-222 must be submitted instead of an SSA-222 addendum.



The addendum should be signed electronically and submitted via email to SecurityAwarenessTraining222@yourtickettowork.ssa.gov.

For questions about the Security Awareness Training, or if the EN's Portal access is shut down before completing the training, please contact ENService@ssa.gov.

Update on ePay

The ePay file is being processed and is about 20% completed. If ENs do not want to wait for ePay, payments should be requested through the Ticket Portal. Portal payments will be processed in 30 days.

Please note that if a successful VR case closure is found or an unsuccessful closure but there is a previous Cost Reimbursement payment made to a VR associated with the Ticketholder prior to SSA paying Phase 1 payments to an EN, then Phase 1 payments will not be made to the EN.

Ticket Program Outreach

Jayne Pendergraft (TPM)

A new fact sheet for beneficiaries is now available. [Preventing and Managing Overpayments](#) shares what overpayments are, how a Ticketholder can avoid being overpaid, and how to manage the overpayment.

Another new beneficiary fact sheet, [Presenting your Best Self to Employers](#), was issued today. This fact sheet can help Ticketholders learn more about:

- Writing about their skills and experience in a resume
- Preparing answers and questions for a job interview
- Deciding if and how to disclose a disability to a potential employer

ENs are encouraged to share the fact sheets with Ticketholders and repost them on social media.

The February WISE webinar [Debunking the Three Biggest Myths about Disability Benefits and Work](#) will be held on Wednesday, February 27, 3 – 4:30 p.m. ET.

[Brenda's success story](#) was published last month. After she was diagnosed with schizoaffective disorder, Brenda recognized that she'd need to stop working and focus full-time on her health. Receiving Social Security Disability Insurance helped her during the 18 years when she experienced recurring symptoms and looked for better ways to manage her mental illness.



Once she found treatments and strategies that helped her, Brenda started thinking about finding full-time work. That's when she learned about Social Security's Ticket to Work (Ticket) program and connected with an EN that helped her find the path to financial independence through work.

ENs can share and retweet Brenda's story from the Choose Work [Facebook](#) and [Twitter](#) feeds.

Please contact TPM with your suggestions for a Ticketholder success story. As a reminder, all individuals nominated for a success story must be vetted by SSA.

TPM publishes a monthly career fairs blog. If ENs are interested in having a career fair included, there is a form to fill out to determine what career fairs are eligible.

Contact Jayme at ssamarketing@yourtickettowork.ssa.gov with any requests or suggestions.

Question and Answer periods

The Wage Reporting Q & A will be available at <https://yourtickettowork.ssa.gov/web/ttw/events-archive>.

Additional Details

The full transcript and audio from the Quarterly All-EN Call will be available at <https://yourtickettowork.ssa.gov/web/ttw/events-archive>.

