

Welcome and SSA Updates

Rob Pfaff (SSA)

Robert Pfaff welcomed everyone to the call and provided the following updates:

Status of TPM Contract

A Ticket Program Manager (TPM) contractor assists in running Social Security's Ticket to Work (Ticket) Program. Maximus is the current TPM whose contract ends this month. Social Security plans to announce the new TPM contract award at the end of November.

Marketing program update

Social Security converted the marketing program from a pilot to a business process. There are 45 total ENs currently participating, with 9 ENs in the onboarding process. Space is available for 46 more ENs to participate. After approval, TPM provides one-on-one training with the EN.

If you are interested in joining the marketing program, send an email to Data.Marketing.POC@ssa.gov.

SSA Operations/Regional calls

Social Security is hosting calls with regional offices to share information on topics related to Ticket to Work and employment support. A call with the Dallas and Kansas City Regions is scheduled for November 19 at 2 p.m. ET. Topics include:

- Ticket Program updates and research information
- Ticket Program marketing initiatives, with reminders that ENs are legitimately marketing their services to beneficiaries
- Ticket Program service providers serving the regions

Briefing to Commissioner of Social Security

Rob briefed the Commissioner of Social Security about the Ticket Program on October 29. A follow-up briefing with the Commissioner is planned for November or December. This briefing will focus on strategies for increasing beneficiary participation and employment outcomes.

GovDelivery announcements

Social Security shares important information, reminders, and policy updates through GovDelivery announcements. ENs should ensure multiple staff receive GovDelivery announcements.

Reach out to ENservice@SSA.gov if you do not receive GovDelivery messages.

EN updates and reminders

Cara Caplan (SSA)

Ticket Program Agreement (TPA)

Cara thanked ENs for returning their signed and completed TPA forms and reviewed the status of EN TPAs:

- 526 ENs received the new TPA in September
- Social Security received 492 completed TPAs
- 5 incomplete TPAs are in the process of completion
- Social Security terminated 29 EN agreements

Handling Personally Identifiable Information (PII)

Cara reviewed recent Social Security communications and resources related to transmission of beneficiary PII:

- **Sending PII to Social Security and TPM**
 - Email: Never send PII to Social Security or TPM via email!
 - Exception: Submitting encrypted documentation to the Suitability office to obtain Suitability
 - Send work case (WC) numbers to ENPaymentsHelp@yourtickettowork.ssa.gov
 - Government-to-Government Services Online (GSO) accounts: for Services and Supports Reviews ONLY
 - Phone: 1-866-949-9687 (Payments Help Desk), Monday through Friday, 9 a.m. – 5 p.m. ET
 - Fax: 1-703-893-4020
 - Mail: P.O. Box 1433, Alexandria, VA 22313
 - TPM will route all faxes and mail to the correct department, which may increase processing time.
- **Sending PII to EN staff or EN partners**
 - ENs may use their own email system (e.g., Yahoo!, Gmail, etc.) to send PII to other EN staff and EN partners.
 - ENs must contain all PII in an encrypted attachment.
 - ENs may NOT place PII in the email body, subject line, or unencrypted attachments.
 - TPM cannot assist ENs with how to encrypt documents.
- **Sending PII to Ticketholders**
 - When communicating directly with a Ticketholder, ENs and Ticketholders must agree upon the communication method before transmitting PII.

- ENs may not send PII to Ticketholders via text messaging (SMS) under any circumstances.
- Social Security does not govern what Ticketholders send to ENs via text message.
- When Ticketholders send PII to an EN via an unencrypted platform, delete the information immediately.
- **PII Resources**
 - Service Provider Foundations online module: Properly Safeguarding Personally Identifiable Information (PII)
 - <https://yourtickettowork.ssa.gov/training-and-events/foundations-curriculum.html>
 - Website content:
 - <https://yourtickettowork.ssa.gov/program-operations/transmitting-pii.html>
 - Definition of PII
 - Sending PII to Social Security or TPM
 - Best practices for faxing or mailing PII to TPM
 - Sending PII to other (non-SSA/TPM) email addresses
 - ENs text messaging with beneficiaries
 - Consequences for PII Violations
 - TPM provides mandatory training for any new EN contacts
- Contact ENoperations@yourtickettowork.ssa.gov for assistance

New Payments Training

Ana Morales (TPM)

A new training will be available next week. “Submitting Your First Payment” explains the steps for submitting a payment request. The training:

- Fills the gap from the time of initial training to when ENs submit a request for payment
- Provides refresher information for submitting a payment request
- Intends to help lower payment denial rates

The content offers information about:

- Terminology
- Gathering resources
- Managing payments

View the training next week at: yourtickettowork.ssa.gov/training-and-events/foundations-modules.html

EN Virtual Services Survey

Michael Greenberg (TPM)

On the May 19 All EN Call, several ENs shared how they adapted to a new way of doing business due to the pandemic. To learn more, TPM recently surveyed a panel of 14 ENs about:

- Challenges they face serving Ticketholders remotely and achieving successful employment outcomes
- Resources and business practices they use to facilitate remote service delivery
- How they continue to adjust their business operations

TPM is developing a fact sheet about effective practices for virtual services.

Outreach update

Jayne Pendergraft (TPM)

Service Provider Toolkit

Jayne encouraged ENs to use the online Service Provider Toolkit, which is a one-stop resource for Ticket Program materials that supports the marketing activities of ENs, state Vocational Rehabilitation (VR) agencies and other Social Security-approved disability employment-focused organizations. Organizations can tailor the materials to suit organizational messaging about involvement in the Ticket Program.

Rob encouraged service providers to use the Ticket Program logo on websites, publications and social media content. This will lend credibility to the organization as being part of the Ticket Program. View the toolkit and logo at

<https://yourtickettowork.ssa.gov/resources/marketing-materials.html>.

Ticket to Work Success Stories

The newest success story features Hazel. After years of struggling with her mental health and addiction, Hazel found the support she needed to create a path to recovery and work towards financial independence. See her story at choosework.ssa.gov/library/hazel-success-story.

ENs can submit information about Success Story and Stepping Stone Story candidates.

- Success Stories feature individuals who achieve financial independence with the help of the Ticket Program.
- Stepping Stone Stories feature individuals who are on the path to financial independence but have not yet eliminated their reliance on benefits.

Send candidates for Stepping Stone and Success Stories to Stories@choosework.ssa.gov.

November Work Incentive Seminar Event (WISE) Webinar

- Next Topic: Debunking the Three Biggest Myths about Disability Benefits and Work
- Date: Wednesday, November 18, 3:00-4:30 p.m. ET
- Presenter: Ray Cebula, Cornell University
- Register at choosework.ssa.gov/wise
- View previous webinars at WISE On Demand: <https://choosework.ssa.gov/webinars-tutorials/webinar-archives/index.html>

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Questions/answers

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

Note: ENs asked questions about emailing beneficiary resumes to employers.

Answer: ENs must always encrypt documents containing PII before emailing them, including resumes. ENs **can** submit beneficiary resumes through an employer website that is secure and encrypted (https).

Next call

The next Quarterly All EN Call is scheduled for Tuesday, February 16, 2021, at 1 p.m. ET.