

Welcome and SSA Updates

Rob Pfaff (SSA)

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

Employment Summit

Social Security is hosting a virtual Employment Summit this week, on November 17 -18. The Summit will focus on developing relationships with employers to connect Ticketholders to jobs. The Summit will have representation from all aspects of the Ticket Program, including Employment Networks (ENs), state Vocational Rehabilitation (VR) agencies, other stakeholders, and employers. The summit will consist of four sessions. The first will focus on the work of ENs and VR agencies. The second session will feature employers discussing their needs and ideas for employment of individuals with disabilities, and how they work together with service providers. The third session will focus on federal partners, and the final session will be a wrap up.

EN and VR staff are invited to join the summit in listen mode. Throughout the sessions, if time permits, moderators will provide access to ask questions or read questions from the chat.

Social Security will develop a summary report and make that available to Ticket to Work Program stakeholders.

Ticket Program Manager (TPM) contract transition

As previously announced, SSA awarded the new TPM contract to Cognosante. Maximus and Cognosante have worked together to transition contract tasks by November 25, 2021. Effective November 26, 2021, Cognosante will assume contract responsibilities. Rob thanked both teams for working together over the past few weeks. Rob introduced Felix Stump (Maximus) and Jocelyn Greenidge (Cognosante) to say a few words related to the contract transition.

TPM contract transition

Felix Stump (MAXIMUS)

Felix thanked Social Security and expressed how much he and the Maximus staff have enjoyed working on the Ticket to Work Program. He has been honored

to work with everyone for so many years, supporting the work and mission to serve individuals with disabilities to improve their lives.

Jocelyn Greenidge (Cognosante)

Jocelyn expressed thanks to the Maximus team for working with them to transition the information and materials needed to support Ticket Program continuity. Cognosante is excited to continue the work that has been provided by Maximus and to support SSA and the Ticket Program.

Jocelyn explained that Cognosante was founded in 2018 by Michelle Kang to provide access and ability to care for people. The company works with many partners and federal agencies to ensure resources are accessible and available to people that need them. Jocelyn has worked for over 20 years in the federal arena with experience in healthcare, technology, and services to veterans.

Plans for TPM will be shared soon, however, the priority is to introduce key points of contact and share information and guidance to ensure a successful transition.

Questions/answers

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

EN updates and reminders

Cara Caplan (SSA)

EN Enhancement

The EN Enhancement process allows Social Security to ensure that ENs are abiding by the terms and conditions of their Ticket Program Agreement (TPA). ENs are required to assign Tickets, request payments, and ensure that all EN staff who access Personally Identifiable Information (PII) have suitability per Part 3, Section 9 of the TPA. ENs must be very familiar with the TPA and uphold their agreement. To date Social Security has terminated over 90 ENs due to non-compliance with TPA performance requirements.

Outreach update

Adelle Barr (Maximus)

Google Call-Only Ads

Google ads target people searching for SSA-related terms and drive traffic to the Help Line. Several hundred ad recipients call the Help Line weekly. On average, more than 80% of weekly callers are Ticketholders.

Facebook Advertising

Facebook ads drive traffic to the Choose Work website. Since January 2021, ads have

generated 5,057 shares and 3,416 comments. The ad audience tends to be in the lower 50th percentile in terms of income and most are interested in how to retain benefits while working. Ads reached 49,417 people this quarter.

SMS (Text) Messaging

TPM sends text messages once per month to people who have opted-in. Messages drive traffic to different parts of the Choose Work website. To date, 13,217 people have opted in.

Social Media

TPM schedules daily social media posts (Facebook and Twitter) to promote and highlight blog posts, Ticket Program resources and fact sheets, Work Incentive Seminar Event (WISE) webinars, Success Stories, Social Security updates, and relevant information from other federal agencies.

TPM publishes a weekly blog post, and recent popular topics include:

- Annual Update “What’s New” blog and monthly Career Fair blogs
- “What You Need to Know About the Trial Work Period”
- “Apprenticeships: Learn While You Earn”
- “Avoid Overpayments with Prompt Wage Reporting”

Recent Ticket to Work fact sheets include:

- Medicaid and Medicare Employment Supports
 - <https://choosework.ssa.gov/library/fact-sheet-medicare-and-medicaid-employment-supports>
- Trial Work Period
 - <https://choosework.ssa.gov/library/fact-sheet-medicare-and-medicaid-employment-supports>

Success Story and Stepping Stone Stories

ENs submit candidates for Success Story and Stepping Stone Stories.

- **Success Stories** feature individuals who have achieved financial independence with the help of the Ticket Program.

- **Stepping Stone Stories** feature individuals who have made a major step on the path to financial independence but have not yet eliminated their reliance on benefits.

Send candidates for stories to Stories@choosework.ssa.gov

Stay in Touch

- Like us on Facebook: www.facebook.com/choosework
- Follow us on Twitter: www.twitter.com/chooseworkssa
- Watch Ticket to Work Videos on YouTube: www.youtube.com/choosework
- Subscribe to GovDelivery updates:
https://public.govdelivery.com/accounts/USSSA/subscriber/new?qsp=USSSA_6

Questions/answers

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

Next call

The next Quarterly All EN Call will be held in February.