

Welcome and SSA Updates

Cara Caplan (SSA)

Cara welcomed everyone to the call and welcomed all new ENs:

- Boone Center Inc. – Maryland
- Rocket Science HR LLC – Georgia
- DK Employment Services – Kansas
- Pueblo Diversified Industries – Colorado
- BNAFSH Inc. – Virginia

Federal Communications Commission (FCC) Affordable Connectivity Program

Chantal Virgile, Consumer Outreach Specialist

Chantal provided an overview of the FCC's Affordable Connectivity Program (ACP), which provides a discount on monthly broadband bills for qualifying low-income households. The overview included:

- What are the benefits?
- Who is eligible?
- How can households apply?

The FCC is mobilizing people and organizations to help share important consumer information about the new ACP, including these opportunities:

- Request A Speaker: Send a speaker request to ACPspeakers@fcc.gov.
- ACP Outreach Toolkit: For downloadable and printable ACP Toolkit materials, visit: www.fcc.gov/acp-consumer-outreach-toolkit.

To request copies of the ACP Outreach Toolkit materials, email Chantal.Virgile@fcc.gov with the following information:

- Description of the outreach document,
- Number of copies (in which languages), and
- Shipping address.

Affordable Connectivity Program Resources:

- FCC's ACP Consumer Hub: www.fcc.gov/ACP
- Help Line: Call the ACP Support Center at (877) 384-2575 or send an email to ACPSupport@usac.org
- Consumer FAQ: <https://www.fcc.gov/affordable-connectivity-program-consumer-faq>
- Toolkit: <https://www.fcc.gov/acp-consumer-outreach-toolkit>
- Accessibility: FCC504@fcc.gov
- To Apply: www.AffordableConnectivity.gov
- Contact: ACPinfo@fcc.gov

- Complaints: www.consumercomplaints.fcc.gov

Find more information about the ACP at www.AffordableConnectivity.gov.

EN Updates and Reminders

Cara Caplan (SSA)

Sharing Ticket Portal Access

Sharing Ticket Portal access is **PROHIBITED**. This is a misrepresentation of your identity to the federal government. All EN personnel that need access to the Ticket Portal must complete the required training and obtain a favorable suitability determination.

Change to Service Provider Foundations Training Curriculum

As of July 1, 2022, new Ticketholder Contacts must complete all training modules (1-15).

TPA Change Form Requirement

Social Security prefers changes to your Employment Network (EN) information be sent via the TPA Change Form. It's not a requirement, but it makes the process easier for both the ENs and Social Security. The form must be signed by the Signatory Authority.

Reminder: Per the TPA, ENs are required to report changes in personnel working under their TPA within 24 hours of that change event to ENService@ssa.gov. This includes new hires or personnel leaving the EN.

Email Correspondence

For email correspondence to the EN Service and the EN Development and Training departments, include your EN name, your PID number, and the state in the subject line of all emails to the EN Service and the EN Development and Training departments. This will allow more expeditious distribution and processing of your inquiries or request.

Latest GovDelivery Messages

Find Help 2022 APOR Update (8/1/22)

Social Security has updated the 2022 APOR data on Find Help. At your earliest convenience, please review your provider information and request any changes by submitting a TPA Change form to ENService@ssa.gov.

Reiteration – Ticketholder Paystubs and Social Security Field Offices (8/25/22)

On July 6, 2022, Social Security sent a GovDelivery message to all Employment Networks (EN) informing them that Field Offices do not have the capacity to handle paper paystubs. ENs should no longer send or take beneficiary paystubs to Social Security offices on behalf of Ticketholders.

To reiterate, ENs should only submit Ticketholder earnings to the Ticket Program Manager (TPM) when requesting EN payments. TPM will not accept earnings if they are not associated with a payment request. Earnings that ENs submit to Social Security



via the Ticket Portal for payment requests are made available to Field Offices through Social Security's internal processes.

Ticketholders are still obligated to report their earnings to Social Security. If they have no alternative, they may still send or take paper paystubs to their local office. However, Social Security strongly prefers other wage reporting methods depending on the type of benefit the Ticketholder receives.

Preferred methods of reporting wages include:

- [my SSA account](#)
- The Mobile Wage Reporting smartphone app (SSI only)
- The automated toll-free SSI Telephone Wage Reporting Service (SSI only) by calling 1-800 772-1213 or 1-800-325-0778 (TTY) from 8:00 a.m. to 7:00 p.m. local time

If you have questions about this message, please contact Katie.Striebinger@ssa.gov.

DirectEmployers Association

Shannon Offord, Vice President, Strategic Partnerships

Shannon Offord provided an overview of the DirectEmployers Association. Started in 2001 by 14 employers, their goal was to help companies build tools and technologies to reduce dependency on commercial job boards. They thought if they joined with other employers, they could build those tools and technologies more cost effectively.

In 2007, when the Employment Training Administration (ETA) decided to no longer fund America's Job Bank, a site where federal contractors were required to post their jobs, DirectEmployers' members met with ETA and the Department of Labor (DOL) to figure out if DirectEmployers could be an official replacement tool for America's job bank. ETA recommended that they meet with the National Association of State Workforce Agencies (NASWA), an organization that all state workforce agencies belonged to, and form a relationship with them. DirectEmployers met with them and decided to partner with NASWA, along with all 50 states.

This partnership enabled DirectEmployers to help their member companies reach out to different organizations that represented underserved populations, such as veterans, individuals with disabilities, and other diverse populations. As part of that, they started sending jobs out to their different partners across the country, including veteran organizations and disability organizations.

Both the jobs and the employers are vetted. The association reviews job content to make sure there are no scams, duplications, and are legitimate jobs from employers who are looking to hire individuals from the communities that they reach.

PRM – Partner Relationship Manager Tool

This tool allows DirectEmployers' partners to create a profile through which members can learn more about partner organizations and reach out directly using this tool. Soon, any partner will be able to reach out to member companies through that PRM tool. The partner will be able to reach out to that member company and talk to them about the openings they've seen from the daily emails sent out to different partners. This will allow more partners to network with more member companies and these member companies will be able to opt in to receiving that communication.

There's no cost to an EN for participating in this program. The tool is paid for by the employers. For more information, please use the following link: directemployers.org

DirectEmployers also holds two Happy Hours per month where an EN could give a presentation directly to member companies. About 35 to 50 members participate and between 25 - 40% of those employers on the calls reach back out to the organization who presented.

Advance to Work

Linda Patino

Program Administrator and Community Partner Work Incentives Counselor

Linda shared how she learned about and partnered with the DirectEmployers Association, her initial concerns, benefits to both ENs and Ticketholders, and shared a success story.

Initial Concerns

- Is this too good to be true?
- Is there a cost?
- Is there a contract?
- Will I risk my Ticketholder's PII (Personally Identifiable Information)?
- I already send job leads to my Ticketholders, so why do I need this?
- As a National EN, how will this benefit us and our Ticketholders?

Benefits for EN

- There is **no cost** and **no contract**.
- **No PII risk** since EN receives job leads or uses website to search jobs.
- Receives daily job leads for target areas, **saving staff time** with job search and allowing them to spend more time providing other services to Ticketholders.
- **National EN benefits:** Access to Direct Employers' website. Search jobs for Ticketholders by city, state, distance, and job titles including remote jobs.
- Marketing to Ticketholders that you have **access to millions of jobs** will help increase Ticket assignments and Ticketholder satisfaction as they receive and apply for these jobs.

Benefits for Ticketholders

- Receive more quality jobs leads, which in turn, will help build the trust and relationship needed between the Ticketholder and EN.
- No ads, junk, or spam issues to deal with.
- Easy to use: If interested in the job, click "Apply" and follow directions.
- More opportunities for success.

Overall Benefits to EN and Ticketholders

- Marketing for EN:
 - Access to millions of quality jobs daily.
- EN Staff time:
 - Less time searching for jobs and more time helping Ticketholders.
 - Receive leads daily from DirectEmployers in target areas.
 - Helps build relationship with Ticketholder and meet monthly contact requirement.

- Ticketholder satisfaction
 - Receives a constant flow of quality job opportunities.
 - Builds their confidence that the EN can help them find work.
 - Feedback to develop Success Stories.

Success Story – Steps to a Dream Job

Advance to Work helped a 26-year-old young adult who was on SSI since youth. He was in and out of trouble throughout his life due to his disability, living in the Los Angeles/Orange County area with no support system. He was looking for his dream job as Audio/Visual Technician but keeping options open for other employment until he found an open door in the industry.

He had the passion, some volunteer experience, and was taking classes at a local community college to improve his chances of gaining employment as an AV Tech. He enrolled in Ticket to Work Program in March 2022. Advance helped him with developing a resume based on his volunteer experience and current education. Using the leads from DirectEmployers, Advance found a part-time position for AV Technician in his area and emailed him for review in March 2022.

He applied and was scheduled an interview on March 24. They scheduled him for a second interview at a site closer to where he lives on April 7. They decided to give him a chance since he had such passion for this industry. He was offered the position as a full-time AV Tech instead of part time. He completed the background check and was waiting his start date.

He was so happy to start his dream job on May 2, 2022. Advance helped with some clothing and gas so he could make it to work. They communicate regularly. He says he knows this was a once in a lifetime opportunity. He loves everything he is learning and doing. His employer is assisting with his continuing education so he can succeed in the industry. He is working at Downtown Los Angeles Disney Convention Way where he covers several hotel convention events, doing what he loves, meeting people in the industry, and living the dream as a result of this partnership.

For more information about Advance to Work's partnership with the DirectEmployers Association, contact Linda Patino by phone 866-570-9201, by email Lpatino@advancetowork.com, or check out their website at www.advancetowork.com.

Ticket to Work Program Outreach

Jayne Pendergraft, Director, Communications and Outreach Ticket to Work Program

Jayne provided an overview of the Ticket to Work Program's outreach efforts. The Ticket Program Outreach Team works diligently to promote the Ticket to Work Program to eligible beneficiaries through a variety of different avenues including:

WISE Webinars

- Online events designed to explain the Ticket Program and Work Incentives through accessible learning opportunities.
 - Held on the fourth Wednesday of each month.
 - Average monthly attendance ranges from 400-600, depending on topic.



- Next WISE topic is “[Receiving Social Security Disability Benefits While You Work: What You Need to Know](#)” on September 28.
- TPM sends sample social media posts for ENs to share every month via GovDelivery.
- **Upcoming Webinars**
 - **October 26: How Will Work Affect My Medicaid or Medicare?**

This is a new title for the presentation that focuses on the myths and facts surrounding work and Medicare and Medicaid. It will also introduce the Ticket Program and other Work Incentives.
 - **November 16: Working from Home with Ticket to Work**

This webinar discusses options for working from home as a Ticketholder and tips on how to succeed when working from home.
 - **December 21: Setting Goals with Ticket to Work**

As people begin to think about setting goals in the new year, we’ll get them thinking about work. This webinar will discuss SMART goals as they relate to the Ticket Program and the job search.
- **Choose Work 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,
 - Important Social Security updates, and
 - Relevant information from other federal agencies.
- **Fact Sheets**
 - Ticket to Work fact sheets provide information about the Program and other Work Incentives.
 - This month, we encourage you to share [What is Social Security’s Ticket to Work Program?](#) with Ticketholders interested in learning more about the program.
- **Success 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.

Shirley’s Story

It took several years and a combination of strategies and treatments for Shirley to manage her narcolepsy and depression. Once she did, though, she knew she wanted to return to work, and Ticket to Work helped her reach her goals. A Benefits Counselor from America Works helped Shirley find answers to questions about how work would affect her benefits so she could focus on finding a job. Use the following link to review [Shirley’s Success Story](#).

How Can You Share Success Stories?

- Promote success stories on social media.
- Become familiar with the stories and if you have a Ticketholder with a similar background, share with them.
- [Success Stories](#) are available online.
- For sample social media posts, contact socialmedia@choosework.ssa.gov.

Stay in Touch

- Like us on [Facebook](#)
- Follow us on [Twitter](#)
- Watch Ticket to Work Videos on [YouTube](#)
- Subscribe to [GovDelivery](#) updates
- Subscribe to [Choose Work! Blog](#) updates
- Email socialmedia@choosework.ssa.gov

Next Quarterly All EN Call

- Next call will be in January 2023, date to be determined.
- Send topics for All EN Calls to: ENOperations@yourtickettowork.ssa.gov.

Questions/Answers

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