



Ticket Program Agreement (TPA) Call

July 20, 2017 3:00 – 5:00 pm ET

Participant Dial-in: (888) 394-8218 | Conference ID: 827-9297

Agenda

1. Introduction and overview of TPA changes
2. Terminology changes
3. Overview of changes to:
 - Part I: EN Ticket Program Agreement
 - Part III: Statement of Work
 - Part IV: Terms and Conditions
4. Compliance and Implementation Requirements
5. Question and answer segment



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Introduction and Overview of TPA Changes

- The TPA improves:
 - Flexibility and efficiency of the Ticket to Work (Ticket) program
 - Accountability and interaction between Employment Networks (EN) and Social Security
 - Active engagement of ENs
 - Outcomes for beneficiaries and long-term results
 - Authority for EN agreements moves from Office of Acquisition and Grants (OAG) to the Office of Beneficiary Outreach and Employment Support (OBOES)

Terminology Changes

- **Request for Quotation (RFQ)** is now the **Request for Application (RFA)**
- **Blanket Purchase Agreement (BPA)** is now the **Ticket Program Agreement (TPA)**
- **Employment Network Service Branch (ENSB)** is now **Employment Network Service Team (ENST)**
- **Ticketholder** replaces **beneficiary** (where appropriate)
- **TPA award notification** replaces contract award form **SF-1449**

Part I: EN Ticket Program Agreement

- Adds language regarding:
 - Payments
 - Extent of obligation
 - Unilateral and bilateral changes to the TPA
 - TPA terminations
 - Convenience – can reapply 180 days after termination
 - Cause – cannot reapply

Part III Section 1: EN Qualifications

- ENs must:
 - Have a website
 - Register with System for Award Management (SAM)
- Consumer-Directed Services (CDS) model discontinued
 - Current CDS ENs may continue
- ENs cannot provide services exclusively to family
- Definition and requirements added for Administrative ENs
- Employer ENs and Employer EN agents must commit to placing Ticketholders in an employer-employee relationship as opposed to a contractual relationship and must provide primary evidence as a condition of payment

Part III Section 2: Ticket Assignment

- **Mandatory:** Ticket Assignments via the Ticket Portal
 - Exception for ENs assigning Tickets for the first time or unusual circumstances
 - Ticketholders may notify the EN of their intent to unassign their Ticket but are not required to do so
 - ENs cannot knowingly market their services to Ticketholders assigned to Other ENs or State VR agencies



Part III Section 5: EN Payments (1 of 2)

- It is mandatory for ENs to submit payment requests via the Ticket Portal unless the EN is terminated or in unusual circumstances
 - Manual requests will be denied
- When ENs submit payment requests after Ticketholders unassign their Ticket, TPM will request documentation and description of services
- Number of payments ENs will be eligible for after Ticketholder unassignment is based on assessment of services provided
- ENs are not eligible for payments after ENs unassign Tickets
- CDS ENs are not eligible for future payments, including split payments, following the Ticketholder unassignment from the CDS EN

Part III Section 5: EN Payments (2 of 2)

- ENs terminated for cause must submit payment requests with earnings evidence **no later than 30 days** following the TPA termination month
- ENs terminated for convenience must submit payment request with earnings evidence **no later than 90 days** following the expiration or termination of the TPA

Part III Section 6: Referral Agreements between ENs and State VR Agencies

- Expanded definition of Partnership Plus
 - If a Ticketholder gains employment while a Ticket is in use with a State Vocational Rehabilitation (VR) agency and unassigns the Ticket and assigns it to an EN before completing 3 months of work, Social Security will treat the State VR agency closure as successful and not pay the EN phase 1 milestones
- Reduced timeframe for the referral resolution process when disputes arise between ENs and State VR agencies

Part III Section 7: EN Training



- EN training is mandatory for all employees listed on the TPA as:
 - Program Contact
 - Payments Contact
 - Ticketholder Contact
- ENs and new EN personnel must complete the start-up training within 60 days following award or employment

Part III Section 8: EN Data Collection & Reporting Requirements

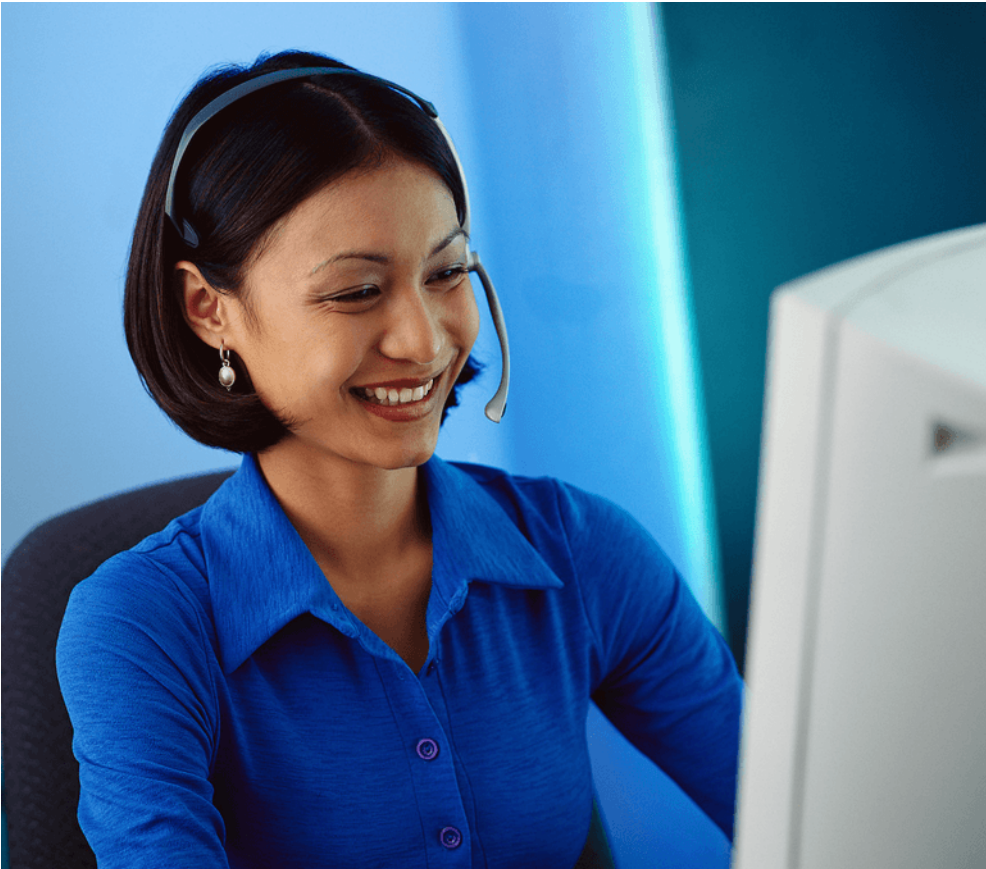
- Only the EN signatory authority or the program contact can request changes to the TPA
- Requests for TPA changes must be made in writing to ENST
- ENs must maintain records which Social Security has the right to view at any time
- ENs must report key personnel leaving and coming onto the project within the TPA stated timeframes



Part III Section 9: Evaluating EN Performance

- All ENs are required to actively participate and:
 - Take at least one Ticket assignment within the first calendar year of the TPA award
 - Established ENs will be given one year from TPA signature date to meet these qualifications
 - Maintain at least three Ticket assignments each calendar year thereafter
 - Receive at least one Ticket payment during the second calendar year of the TPA award
 - Receive three payments during each calendar year thereafter
- Social Security will implement performance reviews for quality assurance
 - ENs who fail to follow Social Security's reporting requirements are subject to sanctions, including termination

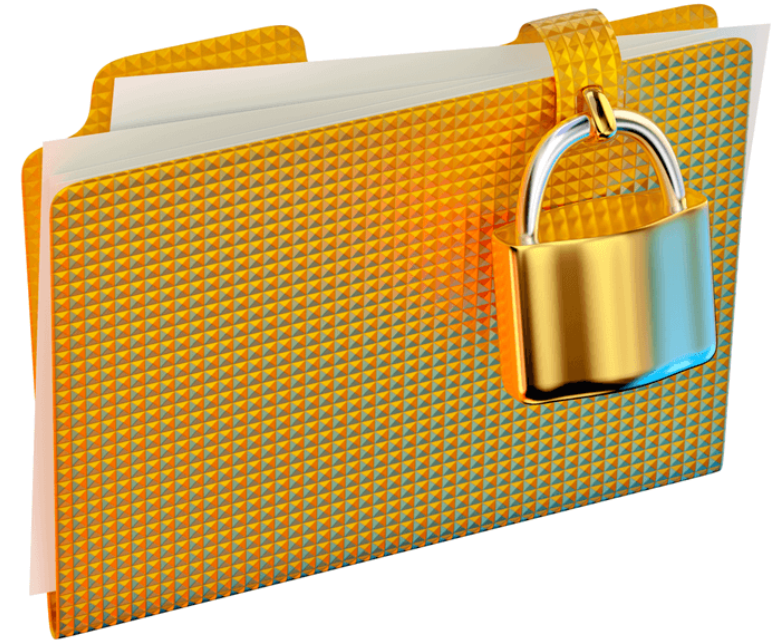
Part III Section 10: Dispute Resolution



- Procedure in place if Ticketholder bypasses EN's dispute resolution process and takes dispute directly to TPM or Social Security
- Clarifies Ticket eligibility decisions
- Outlines process for resolving disputes between ENs and Social Security

Part III Section 11: Privacy, Security, and Suitability

- Prohibits ENs not in compliance with security and suitability requirements from initiating or continuing to work with Ticketholders
- Requires ENs to designate a suitability contact person
- Details record retention and disposal process
- Provider partners must be in compliance with security and suitability requirements



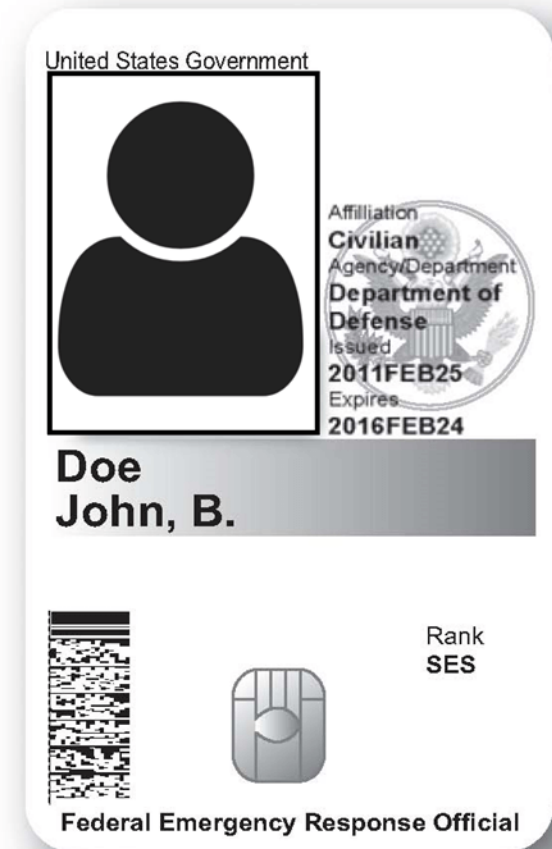
Part III Section 12: Statutory/Regulatory Understanding and Compliance



- All employees of ENs and their subcontractors/provider partners with access to PII must have Social Security suitability before assuming EN duties
- ENs must:
 - Use the Ticket Portal
 - Respond promptly to Social Security and TPM communications
 - Report TPA changes to Social Security within the established timeframe

Part IV Section 5: EN Security and Suitability Requirements (July 2013)

- In working under the TPA, EN contractor and subcontractor employees will not provide services to Ticketholders in venues requiring Personal Identity Verification (PIV) credentials
- Social Security may terminate an EN's TPA for repeated violations or behavior that demonstrates inability to perform under terms and conditions of the TPA



Part IV Section 8: Protecting and Reporting the Loss of Personally Identifiable Information (PII): Employee Responsibilities (Dec 2008)

- Protecting and Reporting the Loss of Personally Identifiable Information (PII): Employee Responsibilities (Dec 2008)
 - Ticketholder PII includes information collected from outside sources while providing services under TPA
 - Clarifies what constitutes a Secure Area and Secure Duty Station
 - Private residence not routinely considered a secure duty station and requires approval
 - Provides expanded flexibility for disposal of Ticketholder PII to include “parties outside the EN location”

Compliance and Implementation Requirements

- To continue as an EN:
 - EN signatory authority must accept the TPA by September 1, 2017
 - Sign and date under Part I: Ticket Program Agreement
 - Update the EN information sheet
- If you do not agree to terms:
 - Reply by checking the block indicating that you do not wish to continue as an EN
- Return documents to ENservice@ssa.gov
- ENs will be terminated if not returned by September 1, 2017
- If you have any questions contact TPAHelp@ssa.gov

Questions

- An FAQ is located on yourtickettowork.com
 - Choose **Information Center** from the menu at the top
 - Choose **Resource Documents** from the menu on the right
 - Locate the **Ticket Program Agreement (TPA) - Frequently Asked Questions (DOC)** under the **Program Resources** header
- Questions from this call will be added to the FAQ

