

Social Security and the Ticket Program Manager (TPM) are now conducting Services and Supports reviews of Employment Networks (EN). Below are frequently asked questions that will assist ENs in completing the review.

Question: What is the Services and Supports Review?

Answer: The Services and Supports Review has replaced the previous Individual Work Plan (IWP) audit process. The new process review will be conducted annually and addresses both IWPs and Certification of Services (COS) by random sampling an EN's assigned Tickets. Each year, an EN will receive a request from the Program Integrity department to submit an IWP, COS, and any relevant case notes for a list of Ticketholders. All documents will be reviewed to ensure that the EN is providing the services and supports to the Ticketholder that were agreed to in the signed IWP. A portion of the IWPs will be reviewed in full, whereas all COS will be reviewed. A summary of findings for the IWP review, COS review and any recommendations will be provided to the EN. If an EN is found non-compliant after conducting the review, the EN may be asked to unassign a Ticket, amend an IWP, escalated to Social Security or placed on hold for payments and new Ticket assignments.

Question: What is the Certification of Services (COS)?

Answer: The COS form is used to verify that an EN is actively working with their Ticketholders and providing the services and supports agreed to in the signed IWP. The form consists of 3 pages: (1) Specific information about the EN and the Ticketholder; (2) Information about the actual services and supports the EN provided to the Ticketholder, including services dates; and (3) Information about contact type and dates, which is signed by an EN representative. ENs are encouraged to submit case notes with a COS to best demonstrate the services and supports being provided to the Ticketholder. Social Security previously required that a COS be submitted with key payment requests. The current expectation is that ENs keep their records up to date and submit a COS when requested by either TPM or Social Security. An EN may receive a COS request for the following reasons:

- Services and Supports Review – annual audit of IWPs and COS forms
- Payment request for a Ticket that has been unassigned by the Ticketholder
- Special request by Social Security

Question: When will I receive a Services and Supports Review?

Answer: Typically, ENs will be reviewed once per year, but additional reviews may be requested by Social Security at any time.



Question: Who is eligible for the Services and Supports Reviews?

Answer: All ENs are eligible and will be reviewed. New ENs will be reviewed for the first time during their second year of service. State Vocational Rehabilitation Agencies acting as ENs will not be reviewed.

Question: Who will the request be sent to at my organization?

Answer: The request will be sent to the Signatory Authority, Program Contact and Ticketholder Contact as listed in the Social Security System.

If you need to update your EN's contacts, complete the TPA Change form (hyperlink to form on website) and submit to ENService@ssa.gov.

Question: What information will be requested from my EN?

Answer: Social Security or TPM will request IWPs, COS, and any relevant case notes for specific Ticketholders who are currently assigned to your EN.

Question: How many Ticketholders will I need to provide documentation for?

Answer: You will be asked to provide documentation for a percentage of your currently assigned Tickets. A minimum of 3 and a maximum of 30 Ticketholders may be included on the request. Social Security and TPM may request additional Ticketholders if necessary.

Question: Which Ticketholders will I be asked to provide documentation for?

Answer: You will be asked to provide documentation for a random sample of your currently assigned tickets. The request will cover your oldest assignments to your most recent assignments. It is expected that if the Ticket is still assigned to your EN that you will be able to provide the requested documentation.

Question: What if I don't have the requested documentation, especially for the older assignments?

Answer: If you are unable to provide the documentation you should notify Social Security or TPM immediately for next steps. For older assignments, if you do not have documentation and are no longer working with the Ticketholders, please proactively unassign the Ticket using the Portal. If you do not have Portal access, Social Security or TPM will assist with unassigning the Tickets.

Question: How should I submit these documents?

Answer: All documentation should be collected and organized by Ticketholder to ensure all information can be reviewed together. The information can be either emailed or faxed to the



Program Integrity team. If faxing, send to 703.893.4020 and note on the coversheet “Services and Supports Review.” If emailing, send encrypted documents to ProgramIntegrity@yourtickettowork.ssa.gov.

Question: How do I encrypt my documentation to email to Program Integrity?

Answer: Social Security and TPM encourage you to compress all your files using 7zip and password protecting the file using your standard encryption pin (TTWE + last 4 of award number). Step- by-step instructions can be found in the Services and Supports Review training session on slides 18 through 22. WinZip is also an acceptable way to transmit the files. Your EN may also use alternate encryption software to send the files.

Question: How long do I have to submit the requested documentation?

Answer: ENs must submit the requested documentation within 9 business days of receiving the request. If you are unable to meet the deadline, email your Analyst and request an extension. You will need to provide the new due date to your Analyst. This date will be tracked through submission of your documents.

Question: What happens if I do not respond to the request?

Answer: If you do not respond to the request within 9 business days, you will receive a second request and an additional 5 business days to respond to the request. If you still do not respond after the second request, your EN will be escalated to Social Security and receive a cure notice to respond within 5 business days. If your EN fails to respond at all, you may be terminated.

Question: What happens after I submit the requested documentation?

Answer: The Program Integrity team, specifically your Program Integrity Analyst, will complete the review and ensure that you are actively working with your Ticketholders and providing the services and supports you agreed to in the signed IWPs. Upon completion of the review, your Analyst will send your review results to you via a password protected Excel file. Any issues identified and proposed solutions will be included in the summary form. Depending on your results, a follow-up technical assistance session (TAS) may be scheduled to review your documentation, specifically IWP compliance issues. If you have any questions regarding your results, you may contact your Analyst directly or email the Program Integrity inbox.

Question: What can happen as a result of the Services and Supports Review?

Answer: You may need to amend or update your IWPs to more accurately reflect the services and supports actually being provided to your Ticketholders. You may need to increase the frequency that you are contacting your Ticketholders per the updated policy. You may be asked



to provide documentation for more Ticketholders for additional reviews. Finally, you may be asked to unassign Tickets after additional reviews have been completed by Social Security.

Question: What are the changes to the mandatory contact policy?

Answer: Per the new policy effective in May 2018, Ticketholders in the initial supports phase will need to be contacted monthly and Ticketholders in the ongoing supports phase will need to be contacted quarterly. These contact periods are the minimum requirements. ENs are encouraged to contact their Ticketholders as much as necessary to find and maintain employment.

Question: What are the acceptable forms of contact or attempted contacts per the new policy?

Answer: Official contact attempts by the EN should be personalized and unique to each Ticketholder. Acceptable forms of contact include phone calls, personalized emails, personalized text messages, and letters to individuals. Unacceptable forms of mass communications are considered marketing efforts and are not acceptable forms of individualized attempts. These efforts include robocalls, blast emails, newsletters and mass mailings.

Question: What if I cannot reach some of my Ticketholders?

Answer: All contact attempts should be carefully documented as proof of attempted contact. Copies of emails, texts, letters and voicemails should be included in your records and case notes for the Ticketholder. Acceptable documentation of a voicemail must include: date, time, phone number called, and the message left. If a message is left with an actual person, the person's name should be documented. ENs must be careful not to divulge any personally identifiable information (PII) when leaving a voicemail or message with someone other than the Ticketholder.

Sample language for leaving a voicemail and how to document the contact attempt can be found at <https://yourtickettowork.ssa.gov/Assets/yttw/docs/information-center/forms/telephone-message-documentation-050318-remed.pdf>.

Question: What if I cannot reach some of my Ticketholders for an extended period of time?

Answer: If an EN has attempted but not successfully made contact with a Ticketholder for **3 months** in the initial services phase **or 2 quarters (6 months)** in the ongoing support phase, Social Security requires that the EN send a letter to the Ticketholder. While Social Security prefers a certified letter with return receipt to verify whether the Ticketholder still resides at the listed address, due to the high cost of certified mail, Social Security and TPM will accept the use of First-Class mail. The letter must include a return receipt request and the returned receipt



should be retained in the file as part of the documentation of the attempted contact. The EN must clearly document the address used, date letter was sent, and if a response was received from the Ticketholder.

Sample language for the certified letter and how to document the contact attempt can be found at <https://yourtickettowork.ssa.gov/Assets/yttw/docs/information-center/forms/certified-letter-documentation-050318-remed.pdf>.

Question: Who do I contact for questions about the Services and Supports Review process, forms or results?

Answer: You may contact your Program Integrity Analyst directly or email the Program Integrity Inbox at ProgramIntegrity@yourtickettowork.ssa.gov.

