

**Thank you for joining today's EN
Essentials Training Session.**

We'll begin at 1:00 p.m. ET.

You will not hear audio or see captions
until we begin.



Managing Your EN Services and Supports Review

October 18, 2023



Agenda



Welcome and Logistics



Introductions



EN Guide and EN Essentials Training Events



Services and Supports Review



Questions & Answers

Logistics

- Please feel free to ask a question in the MS Teams chat section.
- If joining via phone and you wish to ask a question:
 - Press *5 to raise your hand and we will unmute your phone. Press *6 to speak.
- If joining via MS Teams and you wish to ask a question aloud:
 - Raise your hand and we will unmute your mic.
 - Please limit questions to one per participant. You may send additional questions or comments to: ENOperations@yourtickettowork.ssa.gov
- Closed Captioning is available for participants who join using the MS Teams Application or by using the Closed Captions link provided in the GovDelivery email announcement for today's call.
 - To turn on Closed Captions in MS Teams, go to the three ellipses at the top of the MS Teams window; click on “More Actions”; scroll down the list to click on “Turn on live captions.”
 - When using the link option, paste the link in the browser and it will open a separate window to view Closed Captions.

Presenters and Moderators

Derek Shields, PMP

*Senior EN Development and
Training Manager*

Ticket to Work Program Manager

Brittney Boyd

Training and Activation Analyst

Ticket to Work Program Manager

Glynis Moore

Training and Activation Analyst

Ticket to Work Program Manager

Mary Kay Murphy, PMP

Program Integrity Senior Quality Manager

Ticket to Work Program Manager

LaKasha Hunt

Project Manager

Ticket to Work Program Manager

Tiffany Beamon

Senior Quality Analyst

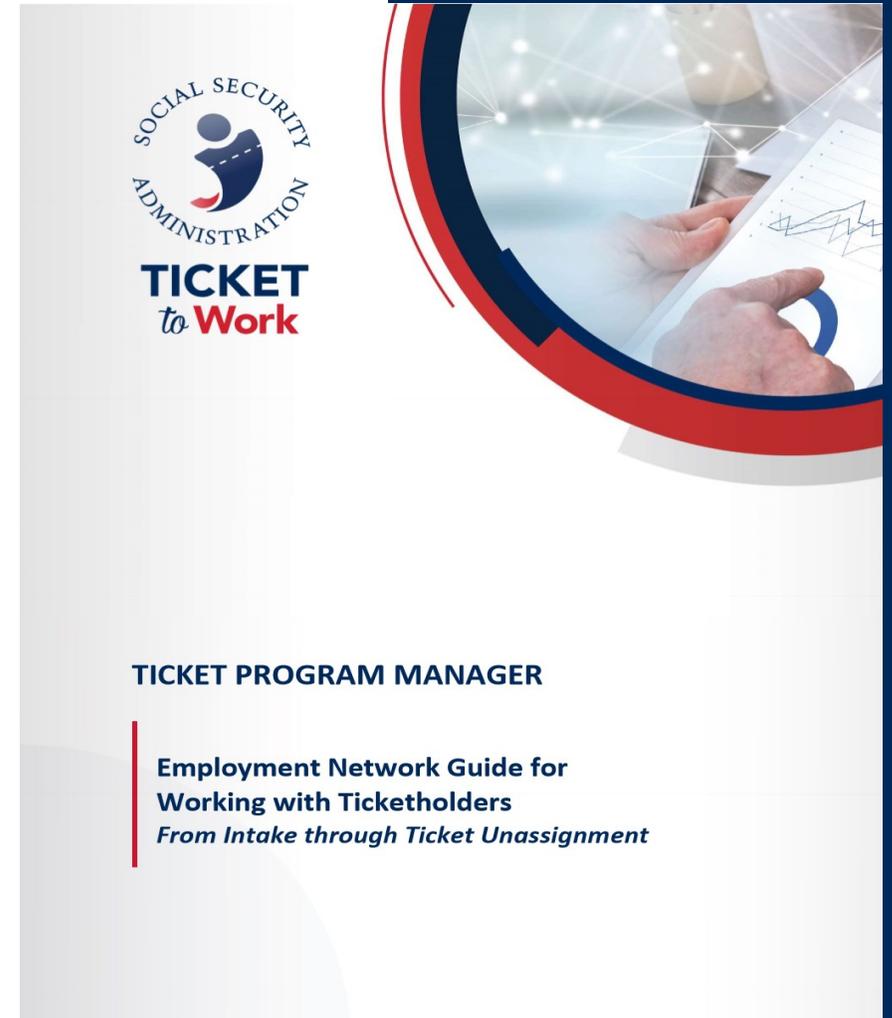
Ticket to Work Program Manager

EN Guide for Working with Ticketholders

New resource with tips and details about:

- Conducting a thorough Intake discussion with a Ticketholder
- Creating and updating a detailed Individual Work Plan (IWP)
- Assigning and unassigning Tickets
- Preparing for the IWP and Services and Supports Reviews

EN Guide for Working with Ticketholders



EN Essentials Training Series

EN Essentials virtual learning events are for EN staff seeking to enhance their EN performance and compliance with Ticket Program policies.

Monthly events feature new resources, best practice strategies and other helpful information.

Upcoming learning event:

- November 14, 2023: Request for Application (RFA) Updates

[EN Essentials Learning Events -yourtickettowork.ssa.gov](https://yourtickettowork.ssa.gov)

Overview

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Services and Supports Review



Overview of the Services and Supports Review

What is a Services and Supports Review?

- TPM's Program Integrity office conducts annual Services and Supports (S&S) Reviews on behalf of Social Security.
- Program Integrity will request and review documentation for a random sampling of assigned Tickets to confirm that an EN is actively:
 - Working with Ticketholders.
 - Complying with all IWP requirements.
 - Providing the services and supports agreed upon in the signed IWPs and any IWP amendments.
 - Communicating with Ticketholders per the Ticket Program Agreement (TPA) requirements.
- Review is typically conducted annually during the month in which the EN received their TPA award.

Checklist for Success

- Start with a well-written and detailed IWP.
- Provide the Ticketholder with the agreed upon services and supports.
- Amend the IWP when needed and store amendments with original IWP.
- Maintain and properly file all records for assigned Ticketholders and the last 3 years of documentation for unassigned Ticketholders.
- Document detailed case notes: communications, contact attempt dates and services provided.
- Regularly review Ticket assignment lists and unassign Tickets for Ticketholders you are not actively working with or with whom you've lost contact.
- Review Ticketholder files regularly to determine adjustments needed for the IWP, goals, or services.
- Identify the staff who will gather the required documents and, if multiple staff, who will submit the documents.
- Create a separate file or PDF for each Ticketholder's documents.

Ensure all staff completing IWPs and involved with Services and Supports reviews are suitable.

Transmitting Information

- TPM uses GSO to securely transmit Personally Identifiable Information (PII) for Services and Supports Reviews
 - Must be an EN GSO user linked to the Program Integrity (PI) GSO account (SSA ORDP)
 - ENs may have up to 2 suitable staff as GSO users
- ENs should send an email to Program Integrity to:
 - Remove user from GSO
 - Request GSO access for suitable staff
 - EN PID, name and full address
 - User first and last name, telephone # (extension if applicable) and email address
- Send requests to reset password to UIT.EDATA.Mailbox@ssa.gov

A hand with the index finger pointing towards a white envelope icon. The envelope icon has a black 'X' drawn over it, indicating it is disabled or not clickable. The background is a blurred image of a person in a blue shirt.

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Notice of Upcoming Services and Supports Review

Email Notice

- Prior to the Services and Supports review month, Program Integrity (PI) will send an email notice to the Signatory Authority & Program Contact.
- The notification includes:
 - Names of the EN's GSO users on file with PI
 - Instructions for users to test their access
 - Instructions on what the EN should do if:
 - Users can't log in
 - Need to change users
 - There are no users identified
 - Reminder of documents that will be requested

Note: ENs should notify PI about additions or deletions to the list of GSO users.

Email Notice Example

This email is to inform you that your Employment Network, ABC EN, is scheduled for the annual Services and Supports review in accordance with Part III, Section 9.E.2 of your Ticket Program Agreement (TPA).

A separate email, containing the SSN and beneficiary names included in the Services and Supports review, will be sent to your GSO account(s) on file. The email will be sent to the following GSO user(s):

- Jane Thomas

Please ask the above individual(s) to log in to their GSO account and reply to this email confirming they were able to log in to their GSO account successfully. Additional GSO information is available under the GSO Access Assistance section of the email.

Important: If you do not have at least one suitable staff with GSO access, Program Integrity will be unable to email the list of Ticketholders that will be reviewed. To request GSO access, please follow the New GSO User request instructions available under the GSO Access Assistance section of the email.



Request for Documentation

Receiving the Request – Via GSO

- PI will send requests to the EN GSO user(s) linked to the Program Integrity GSO account.
- The GSO user automatically receives an email at their business email address notifying them to check GSO for an email.
 - This is the email address the user provided when requesting GSO access.
- If an EN has 2 GSO users linked to Program Integrity, PI will send the request to both accounts.
- ENs must submit all requested documentation via GSO within 10 business days from the date of request.



Receiving the Request - Manually

- PI will contact EN Signature Authority and Program Contact.
- If unable to reach the EN, PI will follow up by email requesting that the EN contact PI.
- PI will provide the EN with instructions about how to submit required documentation by mail or fax.
 - Increases time to complete a Services and Supports Review.
- PI will also provide instructions for obtaining a GSO account. If requested immediately, GSO can be obtained prior to the documentation due date.
- ENs must respond promptly to ensure documents are received by the due date.
- ENs must follow the manual process established for secure transmission.
 - **Always protect PII**



The Request Form

- The request form will contain a list of the Ticketholders' names and SSNs included in the review. For each Ticketholder, PI will request the following documentation:
 - IWPs and all amendments
 - Certification of Services (COS) statements
 - Case notes for the previous 12 months
 - Reviews conducted in October 2023 require the case notes from September 2022 through September 2023.

SSN	First Name	Last Name
XXX-XX-XXX	Tom	Smith
XXX-XX-XXX	Terry	Branch
XXX-XX-XXX	Kim	Long
XXX-XX-XXX	April	Thomas
XXX-XX-XXX	Sue	James

The Request Form (*cont.*)

- PI will also request the following documents if applicable:
 - Partnership Plus agreement
 - Benefits Counseling certification and addendum
 - Proof of Workforce EN status
 - Work from Home request and addendum
 - Cloud Storage Provider License

Note: The above documents were previously collected during Annual Performance Outcome Report (APOR).



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Responding to the Request

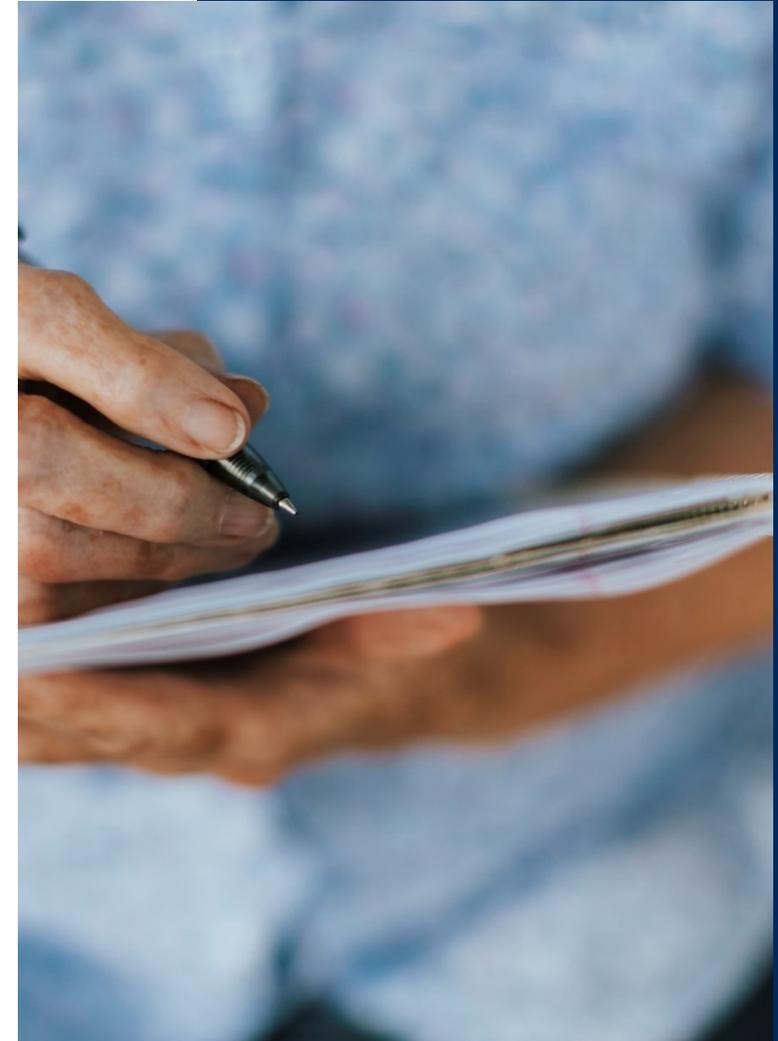
Responding to the Request – What to Include

- ENs are required to submit all requested documents within 10 business days from the date of the request.
 - Do not send information via email.
- IWPs
 - Submit all pages of the IWP.
 - Ensure that the IWP is signed and dated by both the Ticketholder and EN suitable staff.
 - Include all IWP amendments.
- COS statements
 - Complete and sign the COS certifying that ENs are maintaining contact and providing services and supports agreed upon in the IWP.
 - Reference case notes on the COS form instead of duplicating content. Include page number and where on the page you are referencing (if applicable).

Ensure all staff completing IWPs and involved with Services and Supports reviews are suitable.

Responding to the Request – What to Include (*cont.*)

- Case Note Documentation:
 - Provide documentation for at least the previous 12 months.
 - Provide proof of ongoing two-way communication and contact attempts.
 - Demonstrate services and supports provided:
 - Dates
 - Modality
 - Services provided
 - Provide evidence for information provided on the EN COS.
- Provide all additional, applicable documents requested.



Submitting the Information to Program Integrity

- Submit the completed package by the due date:
 - Reply directly to initial GSO message
 - Do NOT encrypt or password protect the attachments sent via GSO.
Encryption:
 - Will increase the time to process the request
 - May result in needing to resubmit information
- Create a **separate** file or PDF for each Ticketholder containing only their IWP, COS case notes and, if applicable, IWP amendments.
- Create separate files for each additional document when applicable.

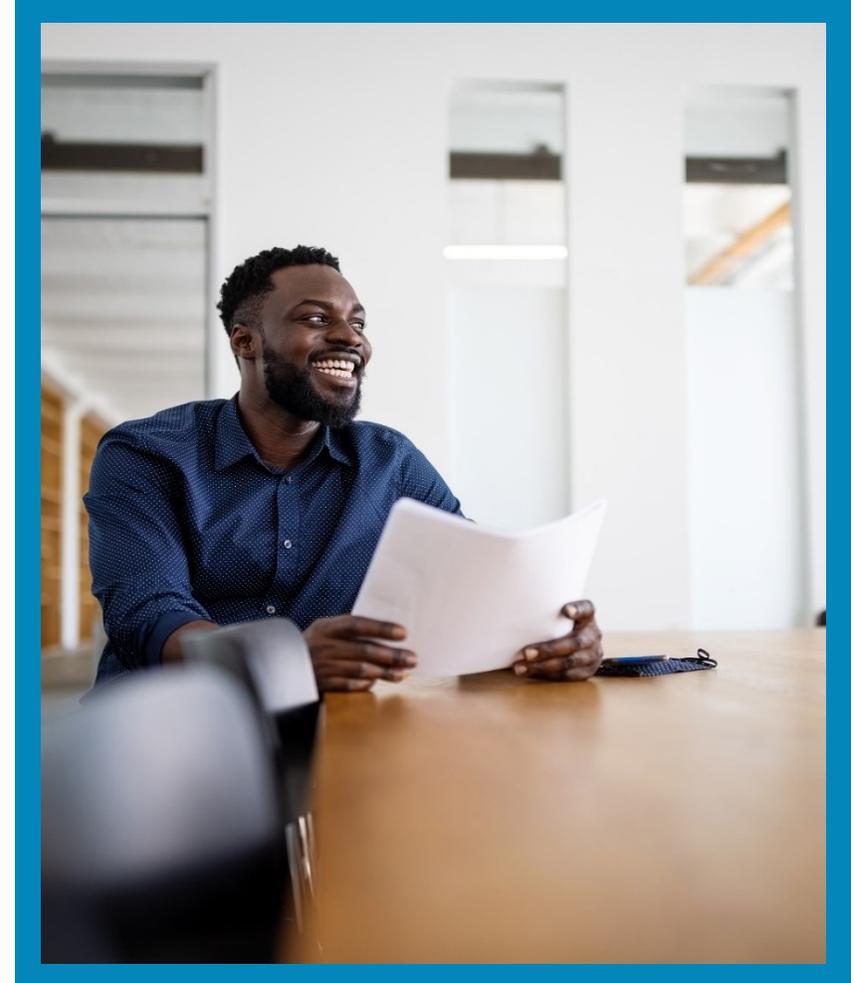
Note: For ENs without GSO access, follow the instructions provided by PI.



Outcome Summary

Outcome Summary Report Form

- After reviewing documentation:
 - PI will provide EN with an Outcome Summary Report.
 - Results for each IWP and/or COS review:
 - Compliant
 - Needs Improvement
 - Non-Compliant



Response: Compliant

EN satisfactorily met the requirements per the TPA.

- Requested documentation was submitted.
- All signatures were included
 - IWP & COS forms
- Services and supports match those agreed upon in the IWP.
- Regular contact with Ticketholders maintained.
 - Documented with dates



Response: Needs Improvement

- EN did not consistently apply the requirements per the TPA. Examples include:
 - Sporadic services and support
 - Inconsistent contact
 - Does not meet minimum requirements.
 - COS and case notes do not reflect contact attempts.



Response: Needs Improvement

- ENs must correct any inconsistencies in services provided, such as:
 - Regain contact and properly document per the contact policy.
 - Provide services on a consistent basis aligned with the IWP.
- PI may conduct a technical assistance call with EN to review IWP best practices.

**Important:
If issues
are not
addressed,
the next
Services and
Supports
review may
result in a
non-
compliant
rating.**

Response – Non-Compliant

- Examples of non-compliance:
 - EN is unable to provide a completed IWP with required signatures and date.
 - EN is not actively providing services and supports.
 - Contact has been lost with the Ticketholder.
 - No contact for over a year
 - No documentation of contact attempts

Response: Non-Compliant - TPM Action

- PI will meet with EN to review areas of non-compliance and recommendations for improvement.
- EN will:
 - Be removed from ePay
 - Receive a 6-month review
- If EN remains non-compliant:
 - Continued ePay suspension
 - Ticket Assignment Review (TAR)
 - Possible Cure Notice and Termination



Reminder!

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- ✓ Provide the Ticketholder with the agreed upon services and supports.
- ✓ Amend the IWP when needed and store amendments with original IWP.
- ✓ Maintain and properly file all records for assigned Ticketholders and the last 3 years of documentation for unassigned Ticketholders.
- ✓ Document detailed case notes: communications, contact attempt dates and services provided.
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- ✓ Identify the staff who will gather the required documents and, if multiple staff, who will submit the documents.
- ✓ Create a separate file or PDF for each Ticketholder's documents.

Questions

Resources

1

[EN Guide for Working with Ticketholders](#)

2

[IWP Form SSA-1370](#)

3

[Employment Network \(EN\) Certification of Services \(COS\) Statement \(ssa.gov\)](#)

4

[The Work Site - Request for Application \(RFA\) \(ssa.gov\)](#)

Reminders

Do you have feedback, recommendations and/or ideas for future EN Essentials Training Sessions? Contact the EN Development and Training Department via email: ENOperations@yourtickettowork.ssa.gov

Upcoming events:

- October 25, 3:00 p.m. ET
 - WISE: Working for Yourself with Ticket to Work
- October 31, 1:00 p.m. ET
 - Quarterly All EN Payments Call
- November 7, 1:00 p.m. ET
 - Quarterly All EN Call
- November 14, 1:00 p.m. ET
 - EN Essentials - Request for Application (RFA) Updates
- November 22, 3:00 p.m. ET
 - WISE: Ticket to Work for America's Veterans