Quarterly All Employment Network (EN) Call

August 22, 2019 • 3:00 – 4:30 p.m. ET
Quarterly All EN Call

Call Agenda

1. Introductions and Social Security updates
2. EN updates
3. Find Help updates
4. Outreach updates
5. Questions
EN Updates

ENs Operating Multiple Business Models

- For each business model an EN must have a separate:
  - EN name
  - Data Universal Numbering System (DUNS) number
  - System for Award Management (SAM) registration
- ENs must also complete Part V of the Request for Application (RFA) for each business model and submit to enservice@ssa.gov
- **Deadline:** September 30, 2019
- For assistance contact ENOperations@yourtickettowork.ssa.gov
- **Resources**
  - (available at yourtickettowork.ssa.gov/resources/resource-documents.html)
  - EN RFA – Request to Add a Business Model
  - Business Model Instructions
Service Provider Foundations Requirements

- Includes 14 topics delivered in 3 phases
- Mandatory for EN Program Contact, Ticketholder Contact, Ticket Portal Users, Payments Contact, and Suitability Contact
- New EN employees with these responsibilities must complete training:
  - Within 60 days after Social Security is notified of EN staff change
  - Before being activated/allowed to serve Ticketholders
- Topics required for each EN Key Contact are listed at yourtickettowork.ssa.gov/training-and-events/foundations-curriculum.html
EN Updates

Adding Ticket Portal Users and Reporting New EN Contacts

- To add a new Ticket Portal User email TicketPortal@ssa.gov and CC ENService@ssa.gov

- All new key points of contact (Program Contact, Ticketholder Contact, Payments Contact, and Suitability Contact) should be reported to Social Security immediately

- To report new key points of contact:
  - Email ENService@ssa.gov
  - Use Form 1374: TPA Change Form
    yourtickettowork.ssa.gov/resources/forms.html
Find Help Updates
Updated Search Form
Find Help Updates
Enhanced Help Functionality

If you receive services with a state VR agency, your case may be closed approximately 90 days after you start working. After VR services end, many people find that they need continuing support services to help them keep their job and increase their earnings over time. That's why state VR agencies often partner with ENs that provide job retention services and other types of ongoing support.

This arrangement, known as Partnership Plus, gives Ticket program participants continued access to individualized employment services, if needed. After VR services have ended, you can assign your Ticket to an EN of your choice to receive these additional services. Partnership Plus sets you up for success by providing the support you need at each step to financial self-sufficiency. Read More
### Find Help Updates

#### Brand New Provider Cards

<table>
<thead>
<tr>
<th>Primary Contact</th>
<th>Main Phone</th>
<th>Primary Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane Doe</td>
<td>888-888-8888</td>
<td>123 Sample Road, Somewhere, NE, 68410</td>
</tr>
<tr>
<td>Email</td>
<td>Toll Free</td>
<td>Open address in Google Maps</td>
</tr>
<tr>
<td><a href="mailto:jdoe@example.com">jdoe@example.com</a></td>
<td>had no value</td>
<td></td>
</tr>
</tbody>
</table>

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### Search Results

- 609 Providers

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**Sample Network**

<table>
<thead>
<tr>
<th>Employment Network</th>
<th>National</th>
<th>Both In-Person and Virtual</th>
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**Visit Website**
Find Help Updates

Provider Card – Show Details

- Clicking the show details button on the provider card in the search results opens a modal
- Closing out of the modal will bring you back to search results
- Phone numbers are clickable, so mobile users can click the phone number to dial
Find Help Updates

Future Updates Coming

- This update was an overhaul of the entire Find Help tool designed from the ground up
  - Designed to contain all features and functions of the previous version of the Find Help tool
  - Contains a modern look and feel

- This update is only the beginning with planned improvements to:
  - Aesthetics
  - Functionality
  - Usability

- Additional information and updates to layout
- Brand new features and functionality
Outreach Updates
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New Social Media Initiative Underway

- Opportunity to share service providers’ social media and website content on Choose Work Facebook and Twitter channels
- Increase reach through more than 34,000 Choose Work followers
- Send social media handles and sharing requests to socialmedia@choosework.ssa.gov
- Need 1-2 weeks advance notice to promote events
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New Feature Stories Planned

- **Stepping Stone** stories demonstrate progress on the path to financial independence
- First story to be published in September
- Send candidates for Stepping Stone stories and Success Stories to Stories@choosework.ssa.gov
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New Fact Sheet Published

- **Using Your PASS** provides advice on what to do and not do once a person has an approved PASS
- All Fact Sheets are available on both program websites
  - ChooseWork Library [choosework.ssa.gov/library](http://choosework.ssa.gov/library)
  - Service Provider’s Outreach Toolkit [yourtickettowork.ssa.gov/resources/factsheets.html](http://yourtickettowork.ssa.gov/resources/factsheets.html)
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New Articles Published

- Published 3 articles:
  - Find Resources for Social Security Disability Beneficiaries Who Want to Work
  - Ticket to Work: Designed for You
  - Support for People with Disabilities on the Journey to Work

- Generated 10,392 newspaper articles and received a combined total of 173,091,680 unique views per month

- Available at [www.napsnet.com](http://www.napsnet.com)
  - Select **Government News** under article categories
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New WISE Resource Developed

- **WISE ASL Visual Guide** offers individuals information about connecting with ASL services during a WISE webinar
- Includes information about connecting with a video relay service (VRS) and the webinar
- Available at [choosework.ssa.gov/library/wise-asl-guide](http://choosework.ssa.gov/library/wise-asl-guide)
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Next WISE Webinar Scheduled

- **Putting It Together: Ticket to Work’s Resume and Interview Tips** will be held on Wednesday, August 28 at 3 pm ET.

- Lisa Jordan of Human Solutions, LLC., to discuss best practices for making a strong impression during a job search.

- Register for the webinar at [choosework.ssa.gov/wise](http://choosework.ssa.gov/wise)
Questions?

Dial *1 to add yourself to the queue for questions

Dial *2 to remove yourself from the queue if your question has already been answered