Quarterly All Employment Network (EN) Call

November 21, 2019 • 3:00 – 4:30 p.m. ET
Quarterly All EN Call

Call Agenda

1. Welcome and Social Security updates
2. Community Partner Work Incentives Counselors (CPWIC)
3. EN updates
4. Find Help changes
5. Service Provider Foundations Modules
6. Outreach
7. Questions and Answers
EN Productivity is on the Rise
While the number of ENs has gone down over the past 4 years, EN outcomes have risen substantially!

<table>
<thead>
<tr>
<th>Fiscal Year Ending</th>
<th>9/30/2015</th>
<th>9/30/2017</th>
<th>9/30/2019</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of ENs</td>
<td>642</td>
<td>596</td>
<td>531</td>
<td><strong>-17 %</strong></td>
</tr>
<tr>
<td>Tickets Assigned to ENs</td>
<td>51,359</td>
<td>65,707</td>
<td>69,496</td>
<td><strong>+35 %</strong></td>
</tr>
<tr>
<td>Average Tickets per EN</td>
<td>80</td>
<td>110</td>
<td>131</td>
<td><strong>+64 %</strong></td>
</tr>
<tr>
<td>Total Paid to ENs</td>
<td>$46.17 M</td>
<td>$79.41 M</td>
<td>$84.92 M</td>
<td><strong>+84 %</strong></td>
</tr>
<tr>
<td>Average Paid per EN</td>
<td>$71,916</td>
<td>$133,238</td>
<td>$159,925</td>
<td><strong>+122 %</strong></td>
</tr>
<tr>
<td>Tickets In Use VR</td>
<td>248,786</td>
<td>250,365</td>
<td>231,015</td>
<td><strong>-7 %</strong></td>
</tr>
</tbody>
</table>
Community Partner Work Incentives Counselors (CPWIC)

Initial Training and Certification

Susan O'Mara, Virginia Commonwealth University National Training and Data Center
CPWIC Community Partner Initial Training and Certification

- Solely for professionals who will deliver individualized work incentives counseling services to beneficiaries on a regular basis
  - Initial Training calendar: [https://vcu-ntdc.org/training/initial/calendar.cfm](https://vcu-ntdc.org/training/initial/calendar.cfm)
- Community partners must complete the “Introduction to Social Security Disability Benefits, Work Incentives, and Employment Support Programs” web course before they can register for the Initial Training
  - Web course consists of 6 one-hour lessons
  - Web Course Calendar: [https://vcu-ntdc.org/training/initial/introcal.cfm](https://vcu-ntdc.org/training/initial/introcal.cfm)
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.
## Site Visits

<table>
<thead>
<tr>
<th>Contract Year</th>
<th># of Trips</th>
<th># of ENs</th>
<th>Avg # ENs per Visit</th>
<th># of States</th>
<th>Most Visited States</th>
</tr>
</thead>
<tbody>
<tr>
<td>OY2 (2017-2018)</td>
<td>25</td>
<td>41*</td>
<td>3</td>
<td>20</td>
<td>TX, TN, FL, LA</td>
</tr>
<tr>
<td>OY3 (2018-2019)</td>
<td>28</td>
<td>61</td>
<td>2</td>
<td>18</td>
<td>TX, CA</td>
</tr>
</tbody>
</table>

*4 WIPA/PABSS visits not included in total

- Most common issues identified:
  - Non-compliant documentation
  - Maintaining contact with Ticketholders
  - Suitability for all relevant staff
Find Help Updates
Updated Search Form

Search Options

Basic Information
Provider Type
- Employment Network (EN)
- Vocational Rehabilitation Agency (VR)
- Benefits Counseling (WIPA)
- Legal Services (PABSS)

Providing Services
- In-Person Services
- Virtual Services

ZIP Code
Distance from ZIP
Any Distance
Provider Name

Services Provided
Career Preparation Services
- Career Planning
- Job Coaching/Training
- Resume Writing
Employment Services
- Direct Employment (i.e., hiring beneficiary to work for EN)
- Job Placement/Job Placement Assistance
On-the-Job Services
- Job Accommodations
- Ongoing Employment Support/Job Retention
Other Services
- Consumer-Directed Services
- State

Populations Served
Disabilities Serviced
- Hearing Impairments
- Visual Impairments
- Mental Impairments
- Other
Specializations
- Young Adults
- Veterans
- Self-Employment
Languages
- Most (Interpreter)
- Sign Exact Language
- Most (Language Line)
- English

Factors for Success

Update Results
Find Help Updates

Updated Search Form
Find Help Updates
Pinning Providers (1 of 4)

There are currently no service providers pinned. Using the pin icon on a provider card will move the card into this section. Once you've pinned at least 2 service providers, you can use the Compare Service Providers button to compare those providers' services.

Search Results
450 Providers

SAMPLE EN
- Employment Network: Multi-State
- Primary Contact: JOHN DOE
- Email: JOHNDOE@Example.com
- Main Phone: 888-000-0000
- Toll Free: 888-000-0000
- Primary Address: 123 Example Road, SAMPLE, TN, 38100
- Open address in Google Maps

SECOND SAMPLE EN
- Employment Network: National
- Both In-Person and Virtual
- Primary Contact: JANE DOE
- Main Phone: 866-000-0000
- Primary Address: 456 Sample Way, Example, IN, 46200

Visit Website
Show Details
Find Help Updates
Pinning Providers (2 of 4)

Pinned Providers  Currently Pinned: 1 | Remaining: 2

SAMPLE EN

Search Results
450 Providers

Sort By: Alphabetical

SECOND SAMPLE EN

Employment Network National Both In-Person and Virtual

Primary Contact
JANE DOE

Email
JANEDOE@Example.com

Main Phone
866-000-0000

Toll Free
855-000-0000

Primary Address
456 Sample Way, Example, IN, 46200
Open address in Google Maps

Show Details
# Find Help Updates

## Pinning Providers (3 of 4)

**Pinned Providers**

<table>
<thead>
<tr>
<th>Pinned Providers</th>
<th>Currently Pinned: 2</th>
<th>Remaining: 1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SAMPLE EN</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SECOND SAMPLE EN</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Expand

[Compare Service Providers](#)
# Find Help Updates

## Pinning Providers (4 of 4)

<table>
<thead>
<tr>
<th>Pinned Providers</th>
<th>Currently Pinned: 2</th>
<th>Remaining: 1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SAMPLE EN</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>SECOND SAMPLE EN</strong></th>
<th>Visit Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Network</td>
<td></td>
</tr>
<tr>
<td>National</td>
<td></td>
</tr>
<tr>
<td>Both In-Person and Virtual</td>
<td></td>
</tr>
</tbody>
</table>

- **Primary Contact**
  - JANE DOE

- **Email**
  - JANEDOE@Example.com

- **Main Phone**
  - 866-000-0000

- **Toll Free**
  - 855-000-0000

- **Primary Address**
  - 456 Sample Way, Example, IN, 46200
  - Open address in Google Maps

[Show Details]

[Compare Service Providers]
**Find Help Updates**

**Compare Providers**

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### Service Provider Comparison

The table listed below provides a comparison between Employment Networks (EN). Please note that ENs may provide more services than those listed here and the services they offer may change. We’ve provided this information as an overview of services, but we recommend that you reach out directly to ENs to discuss your specific goals.

#### Basic Information

<table>
<thead>
<tr>
<th></th>
<th>SAMPLE EN</th>
<th>SECOND SAMPLE EN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Provider</td>
<td>Employment Network (EN)</td>
<td>Employment Network (EN)</td>
</tr>
<tr>
<td>Region Served</td>
<td>Multi-State</td>
<td>National</td>
</tr>
<tr>
<td>Provides Services</td>
<td>Virtually</td>
<td>Both In-Person and Virtually</td>
</tr>
<tr>
<td>Languages</td>
<td>English</td>
<td>English</td>
</tr>
<tr>
<td>Ticket to Work Clients 09/30/2019</td>
<td>1</td>
<td>72</td>
</tr>
<tr>
<td>Time as an EN</td>
<td>0 year 8 months</td>
<td>4 years 2 months</td>
</tr>
</tbody>
</table>

#### Factors for Success

<table>
<thead>
<tr>
<th></th>
<th>SAMPLE EN</th>
<th>SECOND SAMPLE EN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benefits Counselor</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Partnership Plus</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Participation</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Services / Features

<table>
<thead>
<tr>
<th></th>
<th>SAMPLE EN</th>
<th>SECOND SAMPLE EN</th>
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<td></td>
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</table>
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Service Provider Foundations Modules

Learning Management System (LMS)

- Administers and tracks Service Provider Foundations training course
- Blends online learning with human interaction
  - 14 self-paced modules with assessments
  - Follow-up “question/answer” sessions at 6 key intervals
- Available to EN staff required to complete the course
- Attendees receive certificate of completion and activation to serve Ticketholders after completion of the course
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Service Provider Foundations Modules

Website Access

- Service Provider Foundations Learning Modules are now posted to the website at https://yourtickettowork.ssa.gov/training-and-events/foundations-modules.html
  - Modules are for information only
  - Viewing modules on the website does not count toward EN training requirements

- Ticket Portal module is not posted to website
  - To register for Portal training contact ENoperations@yourtickettowork.ssa.gov
Outreach Updates
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Social Media

- **54,000 Facebook** followers
  - Successful ad campaign has added nearly 23,000 likes since August
  - Increased engagement with approximately 2,000 comments and 500+ shares in October
  - Referred 21,000 visitors to the Choose Work website
  - Resulting in over 100,000 page views

- **5,000 Twitter** followers

- **2,500 YouTube** followers

- **450 LinkedIn** followers
Social Media Initiative

- Opportunity to share service providers’ social media and website content on Choose Work Facebook and Twitter channels
- Increase reach through more than 54,000 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 Articles Published

- Published 4 new articles:
  - Helping People with Disabilities Forge Path to Financial Independence
  - Explore Work with Confidence
  - Feeling Ready for Work? This Could be Your Year
  - Let Work Incentives Work for You
  - To date, 7 articles have generated 28,436 print articles with a readership of 27,131,488 and combined total of 443,475,417 unique views per month.

- Broadcast 2 new radio spots
  - To date, 5 spots have been broadcast a total of 1,975 times with an audience of 191,469,598.

- Available at www.napsnet.com
  - Select Government News under article categories
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Feature Stories

- **Success Stories** candidates always welcome
- **Stepping Stone** stories demonstrate progress on the path to financial independence
  - First story, Chris, published in September
- Send candidates for Stepping Stone stories and Success Stories to [Stories@choosework.ssa.gov](mailto:Stories@choosework.ssa.gov)
Next WISE Webinar Scheduled

- The December webinar “College to Careers” will be on Wednesday, December 18, 3-4:30 p.m. ET.
- It will feature information about youth peer mentoring and career-pathing for college students with disabilities.
- Featured speakers will be Steven Allen, Policy Works and Ray Cebula, Cornell University.
- Register for the webinar at choosework.ssa.gov/wise
- Remember, previous webinars can be viewed at WISE On Demand (https://choosework.ssa.gov/webinars-tutorials/webinar-archives/index.html)
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Follow us on Twitter: www.twitter.com/chooseworkssa
Watch Ticket to Work Videos on YouTube: www.youtube.com/choosework
Follow us on LinkedIn: www.linkedin.com/company/ticket-to-work

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