Quarterly All Employment Network (EN) Call

February 25, 2020 • 1:00 – 2:30 p.m. ET
Quarterly All EN Call

Call Agenda

1. GlobalMeet webinar platform
2. Introductions and Social Security updates
3. ENs operating multiple business models
4. EN updates and reminders
5. Outreach updates
6. Questions
GlobalMeet Webinar Platform
GlobalMeet Webinar Platform
The Meeting Lobby
GlobalMeet Webinar Platform

Asking a Question (1 of 3)
GlobalMeet Webinar Platform

Asking a Question (2 of 3)
GlobalMeet Webinar Platform

Asking a Question (3 of 3)
GlobalMeet Webinar Platform

Viewing Answers to Questions (1 of 4)
GlobalMeet Webinar Platform

Viewing Answers to Questions (2 of 4)

How do questions work with Global Meet?
After you type a question into the 'Ask a Question' box, click send. A confirmation message will appear letting you know that your message was successfully sent. Questions will be queued for TPM and Social Security staff to review. We will either respond to the question via text, and post an answer, or we will verbally address the question on the call if a longer, detailed explanation is required.
GlobalMeet Webinar Platform

Viewing Answers to Questions (3 of 4)
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Viewing Answers to Questions (4 of 4)

Using the GlobalMeet Webinar Platform

February 2023

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GlobalMeet Webinar Platform

Collapsing the Ask a Question Section (1 of 2)

Using The Global Meet Webinar Platform

February 25, 2020 • 1:00 – 2:30 p.m. ET
Collapsing the Ask a Question Section (2 of 2)

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ENs Operating Multiple Business Models
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Multiple Business Models Overview

- For each business model, an EN must have a separate:
  - EN name
  - Data Universal Numbering System (DUNS) number
  - System for Award Management (SAM) registration
  - Physical location or bank account

- ENs must also complete Part V of the Request for Application (RFA) for each business model

- Resources can be found at: yourtickettowork.ssa.gov/resources/resource-documents.html
  - EN RFA – Request to add a Business Model
  - EN Business Model Instructions
ENs Operating Multiple Business Models

Process for Multiple Business Models

- Social Security sent guidance on February 13 to assist ENs who have added a second or third DUNS number in order to operate more than one business model
- The process outlines steps for transferring Tickets, Individual Work Plans (IWPs) and EN payments
  - Provides template for sending lists of Ticketholders to be transferred to a new DUNS number
- For current Tickets assigned to the EN, the new agreement award date will be the Ticket assignment date
- Tickets assigned after the new agreement date will take effect with the date of Ticket assignment
- The date of the new DUNS number will not affect payments
  - Social Security will take internal actions to address each Ticket/payment
- For assistance, contact ENService@ssa.gov
EN Updates and Reminders
EN Updates and Reminders

2020 Payment Amounts

EN payment rates have been adjusted for 2020.

- The 2020 “Payments at a Glance” can be found at:

yourtickettowork.ssa.gov/resources/resource-documents.html
EN Updates and Reminders

Security Awareness

- All ENs must submit the Security Awareness Training (SSA-222) form or Addendum by **Friday, February 28**, to SecurityAwarenessTraining222@yourtickettowork.ssa.gov

- For ENs with multiple staff:
  - All EN staff must sign and keep a copy of the SSA-222 form on file at the EN location
  - The Signatory Authority or Suitability Contact must submit the Addendum form that lists all staff who have completed the form

- For ENs run by a single person:
  - Submit Security Awareness Training form SSA-222
  - The Addendum is not required
EN Updates and Reminders

Annual Performance Outcome Report (APOR)

- The APOR is due **Friday, February 28**
  - Excluded: State Vocational Rehabilitation (VR) agencies, American Job Centers (AJCs) and ENs with 2019 or 2020 agreement award dates
  - EN Program Contact received an email with a unique link to the APOR on Friday, January 31

- APOR questions and FAQs can be found at https://yourtickettowork.ssa.gov/resources/resource-documents.html

- For help, contact:
  - SSAENAPOR@yourtickettowork.ssa.gov
  - Use subject line “APOR Assistance – Your DUNS Number.”
Choose Work Find Help Directory

- Directory is updated from the EN record and APOR
- The following is updated annually based on APOR responses:
  - Services Provided – resume writing, transportation assistance, wage reporting assistance
  - Specializations:
    - Certified Benefits Counselors on staff
    - Self-employment
    - Young adults
    - Veterans
- Review your EN marketing statement on Find Help!
  - For changes use TPA Change Form - Section Five
    - yourtickettowork.ssa.gov/resources/forms.html
  - Email ENService@SSA.gov
EN Updates and Reminders

Reporting New EN Contacts

- Report changes (i.e., new or former employee) key points of contact (Signatory Authority, Program Contact, Ticketholder Contact, Payments Contact, Suitability Contact, Service Site Contacts and Portal Users) within 24 hours
  - Ensures EN communications go to the correct person
  - Initiates Service Provider Foundations training
  - Updates the EN Directory listing
    - Suitability of the Ticketholder POC will impact status of EN Directory listing
- To report a change in new or past key points of contact:
  - Use Form 1374: TPA Change Form [yourtickettowork.ssa.gov/resources/forms.html](http://yourtickettowork.ssa.gov/resources/forms.html)
  - Email ENService@SSA.gov
EN Updates and Reminders

System for Award Management (SAM)

- The Ticket Program Agreement (TPA) requires that the EN SAM registration be ‘Active’ during the term of the TPA
- ENs are responsible for the yearly update of their SAM registration
- SAM registration updates must be completed online at http://www.sam.gov
- Disruption will impact the ability to receive EN payments and changes
- Changes to physical address must be changed in SAM prior to requesting a change to your EN Profile
EN Updates and Reminders

EN Performance Enhancement

- Social Security is reviewing current EN performance related to Ticket assignment and payment activity

- The Ticket Program Agreement (TPA) requires ENs to:
  - Take at least 1 Ticket assignment within the first calendar year of TPA award and maintain at least 3 *active* Ticket assignments during each calendar year thereafter
  - Receive at least 1 Ticket payment during the second calendar year following TPA award and 3 payments during each calendar year thereafter

- Social Security is providing technical assistance to applicable ENs to help them meet minimum requirements
Outreach Updates
Outreach Updates

New Logo!

- We launched a new Ticket program logo in December
- Brand guidelines are available here: https://yourtickettowork.ssa.gov/resources/brand-guidelines.html
- New logo files are available in the Service Provider Outreach Toolkit: https://yourtickettowork.ssa.gov/resources/marketing-materials.html
- We encourage you to update your websites and materials with the new logo
Outreach Updates

Social Media

- **58,000 Facebook** followers
  - Successful ad campaign has added nearly 26,000 likes since August
- **5,000 Twitter** followers
- **2,600 YouTube** followers
- **475 LinkedIn** followers
Outreach Updates

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 58,000 Choose Work followers
- Send social media handles and sharing requests to socialmedia@choosework.ssa.gov
- Need 1-2 weeks advance notice to promote events
Outreach Updates

New Articles and Radio Spots Published

- Published 11 news articles and broadcast 7 radio spots in 2019

- As of December 31, radio spots were broadcast a total of 2,095 times with an audience of 196,269,598. The print articles generated 36,736 articles with a potential readership of 43,928,560. The sites nationwide that posted the articles received a combined total of 581,490,753 unique views per month.

- Available at www.napsnet.com
  - Select Government News under article categories
Outreach Updates

New Resources

- Trial Work Period fact sheet
  - Share our newest fact sheet: https://choosework.ssa.gov/library/fact-sheet-trial-work-period-twp

- Find a Job webpage
  - Includes a list of organizations that offer job search resources and encourages Ticketholders to contact a service provider for help
  - Share with your clients as they start looking for jobs
  - https://choosework.ssa.gov/find-a-job/
Outreach Updates

Social Security Scam Calls

- Social Security phone scams are the #1 type of fraud reported to the Federal Trade Commission and Social Security.
- Ticket holders may be at risk.
- Share our blog and social media content with your clients:
  - [https://choosework.ssa.gov/blog/2020-02-06-be-on-the-lookout-for-fake-social-security-calls](https://choosework.ssa.gov/blog/2020-02-06-be-on-the-lookout-for-fake-social-security-calls)
Outreach Updates

Next WISE Webinar Scheduled

- The February webinar “Choosing a Service Provider That’s Right for You” will be on Wednesday, February 26, 3-4:30 p.m. ET.
- It will feature information about the different types of Ticket program service providers and the types of questions to ask when choosing one.
- Ray Cebula, Cornell University, will present.
- 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)
Outreach Updates

Success Stories

- **Success Stories** candidates always welcome.
- **Stepping Stone** stories demonstrate progress on the path to financial independence
- Send candidates for Stepping Stone stories and Success Stories to Stories@choosework.ssa.gov
Outreach Updates

Stay in Touch

Like us on Facebook: www.facebook.com/choosework
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

Register for the next WISE webinar!
Wednesday, February 26, 2020 3-4:30 pm ET
choosework.ssa.gov/wise