

Responsibilities When Working with Social Security Consumers

Updated June 2014

Purpose

To outline for staff their responsibilities when working with consumers receiving Social Security benefits throughout the DVR case process.

Rationale:

There are additional responsibilities that staff have when working with consumers who are receiving Social Security benefits.

Responsibilities:

Application, Eligibility, and Waitlist

- Identify SSI/SSDI beneficiaries in Federal Requirements prior to eligibility determination. If changes to social security status occur after application, reflect in the Case Summary Social Security tab. See [IRIS Help Pages](#) for details.
- Verify SSI/SSDI benefit status by checking the Social Security Number (SSN) Verification History Page. Complete presumed eligibility for consumers receiving benefits due to their disability. Refer to [IRIS Help Pages](#) for information on when further verification is needed.
 - Presumed eligible in category 2. Review for category 1 should occur within the 60 day eligibility timeframe.
- If waitlisted, staff must discuss the benefits of working with an Employment Network (EN) while on our waitlist and send OOS Eligibility/Referral Letter which includes the [Your Free Ticket to Work Services](#) insert. Remember: An EN can choose to accept or decline a Ticket assignment.

Activation from Waitlist

If the consumer is working with an EN, determine which one of the following three scenarios applies to the consumer, and proceed as indicated. If none, proceed to Plan Development.

- 1. The EN services are meeting the consumer's needs and he/she no longer wants DVR services:**
 - The DVR case file can be closed as Refused Services or Further Services.
- 2. The consumer decides to engage in DVR services:**
 - The consumer needs to call Maximus to unassign the Ticket from the EN.
 - The consumer can exercise informed choice of service providers for IPE services. The consumer can choose to use the EN as a service provider or can choose another service provider.
 - If DVR has a Partnership Plus agreement with the EN, DVR agrees to redirect the consumer to the Partnership Plus EN at closure. To ensure informed choice, DVR will provide information to the consumer on other EN options.
 - At DVR case closure, the consumer can choose to reassign his/her Ticket back to the EN or to another EN.

3. The consumer decides to maintain the Ticket assignment with the EN while being served by DVR:

- In these cases, DVR and the EN will need to coordinate the IPE and Individual Work Plan (IWP) services. The IWP services would be identified in the IPE as comparable benefits. DVR would expect the EN to provide those services at no cost to DVR.

Note: The Ticket belongs to the consumer, and assignment of the Ticket remains the choice of the consumer. If a consumer is unsure if his/her Ticket is assigned to an EN, DVR can contact Maximus to check the Ticket status. DVR is not able to provide services that are being provided under an IWP.

Plan Development

- Facilitate a discussion with the consumer to help them understand:
 - The benefits of an employment goal that can lead towards independence and economic self-sufficiency.
 - Make referrals as appropriate for benefits analysis. See [Benefits Analysis Technical Specifications](#).
- Discuss the Ticket to Work program, its benefits to the consumer, and that the Ticket is placed "In-Use" with DVR when the IPE is signed. **Note:** Ticket cannot be assigned to an EN while VR case is open.
- Discuss the importance and value of follow along services provided by an EN after DVR closure to help maintain employment. Some of the benefits of assigning the Ticket to an EN within 90 days after case closure include:
 - ENs can continue to provide follow along and other services to help with job retention.
 - Uninterrupted protection from medical Continuing Disability Review (CDR).
 - If necessary, VR closure letter can be used as proof of Ticket being available to assign.
- Discuss SSA's [Timely Progress Requirements](#) vs. DVR's progress measures and incorporate if consumer requests. See [Timely Progress Requirements Tip Sheet](#).
- If consumer's wages are anticipated to be at or above [Substantial Gainful Activity](#) (SGA) explain:
 - The expectations for collecting wage documentation during the 90 day follow along period and include this in the IPE if working for the federal government or nonprofit agency that does not report to unemployment.

Note: After the IPE is signed, the Central Office (CO) Ticket Specialist will have the Ticket placed "In-Use" with DVR and reflect this on the Case Summary - Social Security tab.

Acceptable Wage documentation

- Official Pay/Wage Stubs.
- Employer letter, on letterhead, with gross monthly wages and FICA information.
- End of year W-2.
- Self-employment*:
 - Annual income tax documents - preferred,
 - FICA documentation,
 - 1040-ES estimated tax payment if taxes not available - determined on individual basis,
 - Schedule F for farmers.

*When these documents are not available due to the time of year, or length of time at which case is being closed, it should be determined on an individual basis how best to proceed with supervisory

Case Closure

Consumers earning at or above **SGA**:

- Provide follow along services for a minimum of 90 days same as any other case, collect wage documentation only if noted above, and attach to file.
 - **Note:** The CO Ticket Specialist will be responsible for collecting wage documents from the consumer after DVR case closure in cases where wages verification is needed. This position will also submit cost reimbursement claims to SSA.
 - If case is one of the rare cases where wage verification is needed after closure will consumer provide us with wage documentation after case closure for remaining months? If so, discuss how this will occur and case note. Communicate this to CO Ticket Specialist.

For all **SSI/SSDI** beneficiaries:

- Remind the consumer of the importance of follow along services to maintain employment and the potential benefits of assigning his/her Ticket to an EN after case closure (see third bullet under Plan Development).
- Send appropriate SS Consumer closure letter which includes Your Free Ticket to Work Services insert.
- If consumer is interested, make referral back to a previously engaged Partnership Plus EN.

If you have any questions regarding this directive, please consult with your supervisor or CO Ticket Specialist.