DATE: March 9, 2018

TO: LA’s Workforce Development System – WorkSource Centers

FROM: Gerardo Ruvalcaba, Director Workforce Development System

SUBJECT: WDS DIRECTIVE NO. 18-20
SOCIAL SECURITY ADMINISTRATION (SSA)/TICKET TO WORK (TTW) PROGRAM SUITABILITY CLEARANCE REQUIREMENT

EFFECTIVE DATE
This directive is effective upon date of issue.

PURPOSE
The purpose of this directive is to notify City of Los Angeles Workforce Development System (WDS) WorkSource Center (WSC) contractors of the suitability clearance required of all Employment Networks (ENs) personnel and its subcontractor/provider partner personnel who acquire, handle or have access to Social Security Administration (SSA) Ticketholder Personally Identifiable Information (PII).

BACKGROUND
The Ticket to Work and Self-Sufficiency Program (aka Ticket Program) is the centerpiece of the Ticket to Work and Work Incentives Improvement Act of 1999. This program provides eligible Social Security beneficiaries with disabilities (referred to as Ticketholders) the choices, opportunities and supports needed to obtain and retain employment, and becoming economically self sufficient. Most individuals receiving Social Security benefits based on disability are eligible for the Ticket Program and may assign their Tickets to an Employment Network (EN) of their choice to obtain employment services or other support services necessary to maximize their economic self-sufficiency through work opportunities.

In August 2017, the City of Los Angeles Economic & Workforce Development Department (EWDD) renewed its agreement with Social Security Administration (SSA) to continue to operate as Employment Network (EN) and provide workforce services to Social Security beneficiaries under the Ticket to Work Program.

In the course of providing services to Ticketholders, ENs personnel and its subcontractor/provider partner personnel handle or have access to Ticketholder
personally identifiable information (PII). Access to Ticketholder PII and the Ticket Portal shall be limited to authorized personnel who have received a favorable suitability determination from SSA and who need the information to perform their official duties in connection with SSA’s Ticket Program. Consequently, the procedures governing background checks and suitability determinations are applicable to all EN personnel and EN subcontractor/provider partner personnel who acquire, handle or have access to SSA Ticketholder PII.

As such, the City of Los Angeles Employment Network will need to provide SSA a list of EN subcontractors/provider partner personnel who acquire, handle or have access to SSA Ticketholder PII. This list will serve to request a suitability determination; i.e., background investigation.

REQUIRED ACTION
All existing WorkSource Centers are to identify and provide a list of staff member name(s) who will be handling and will have access to Ticketholder PII while working with to Social Security beneficiaries under the Ticket to Work Program. Please submit the following:

- First Name
- Full Middle Name
- Last Name

The EWDD Disability Resource Coordinator will follow-up with each identified staff member individually to collect personal information such as social security number, date of birth and place of birth. This information is required to initiate a background investigation with SSA. Any prior background investigations will be verified before an actual applications is even initiated.

Each WorkSource Center is to submit a list of staff member name(s) who will be handling and will have access to Ticketholder PII under the SSA/TTW Program to the Disability Resource Coordinator by end of business day Wednesday March 14, 2018.

WDS CONTACT
Please contact Sarai Molina, EWDD Disability Resource Coordinator at (213) 744-7162 or via e-mail at Sarai.Molina@lacity.org with any questions or concerns regarding this directive.

GR:SM:cg