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Comment from CareerSource Suncoast

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General Comment

I'd like to see more coordinated efforts on SSA staff and Employment Network Ticket to Work providers. There is too much of a disconnect that clients receive contradictory information about working and their benefits which often dissuades them from trying to work.

A SSA Ticket to Work supervisor or senior SSA Ticket to Work practitioner should attend the SSA and EN meetings. I think last time I asked the SSA supervisor if this could be a possibility, she said she did not have staff to do that. Imagine if we all worked better together, how much staff manpower could be reduced which might end up being worthwhile.

Make the SSA portal more user friendly. Many of my clients get locked out and have to go to the SSA office only to be told in 10 days, they will receive a letter.

I'd like to see the SSA portal be able to do more things such as report new job or end of the new job. More often than not, my clients tell me they wait an average of 2 hours for an agent to report any changes, mainly start or end of a job but the new job doesn't get added to the system so the client cannot report wages online. This could increase reporting time and reduce over payment risks.

If our client has signed the approved Consent to Release Information form that should enable the EN to ask for clarification or ask questions on behalf of the client.