



**TICKET**  
*to* **Work**

## Quarterly All Employment Network (EN) Call

There will be audio silence until the call  
starts at 1 p.m. ET

June 17, 2025





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## Quarterly All EN Call | June 17, 2025

# Meeting Logistics

- Per the Ticket Program Agreement (Part III, Section 11 subsection I), EN staff are not permitted to record this meeting nor capture the transcript.
- Please feel free to ask a question in the MS Teams chat section.
- If joining via phone and you wish to ask a question:
  - Raise your hand using \*5 and you will be unmuted.
  - Then press \*6 to speak.
- If joining via MS Teams and you wish to ask a question aloud:
  - Raise your hand and your mic will be unmuted.
  - Please limit questions to one per participant. Additional questions or comments can be sent to: **[ENOperations@ssa.gov](mailto:ENOperations@ssa.gov)**
    - Those questions not answered during the live event will be forwarded to the appropriate panelists for response.
- Closed Captioning is available for participants who join using the MS Teams Application or by using the separate Closed Captions link provided in the GovDelivery email announcement for today's call.
  - To turn on Closed Captions in MS Teams, go to the three ellipses at the top of the MS Teams window, click on "More ," and go down the list to "Language and Speech" and select "Turn on live captions".
  - When using the link option, paste the link in the browser and it will open a separate window to view Closed Captions.

**Thank you in advance for your participation!**

## Agenda

1. Meeting Logistics, Agenda Review, Welcome – **Derek Shields**
2. Social Security Welcome Remarks – **Patrice McLean**
3. Update on Payroll Information Exchange (PIE) – **Kristine Erwin-Tribbitt**
4. Questions & Answer Session #1 – **Derek Shields**
5. Social Security Updates – **Erinn Weidman**
6. Communications and Outreach Update – **Jayme Pendergraft**
7. Question and Answer Session #2

## Welcome to New ENs

- BLESSED Ministries Inc. – NJ
- St. John of God Community Services – NJ
- Alliance Community and Employment Services Inc. – FL
- Cornerstone Services Inc. – IL
- Speerhead Beyond – TX
- Alliance Staffing Group LLC – TX
- Creative Achievements (Admin EN) - TX

# Social Security Welcome Remarks

**Patrice McLean**

Acting Director, Division of Employment Support (DES)

Social Security Administration

# Update on Payroll Information Exchange (PIE)

**Kristine Erwin-Tribbitt**

Team Leader

Employment Policy Team (EPT)



# Payroll Information Exchange (PIE)

Implementation



# Background

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Section 824 of the Bipartisan Budget Act of 2015 authorizes SSA to enter data exchanges with payroll data providers.



SSA contracted with Equifax to receive automated wage and employment information for SSDI beneficiaries, SSI recipients, and deemors.



Wage and employment information received monthly while the authorization is active (receive prior month's data).



Successful exchange began in April 2025 with one million SSNs.

# PIE Authorization

## Authorization Form (SSA-8240)

- SSDI claimants/beneficiaries, SSI claimants/recipients, SSI deemors, and SSI ineligible children.
- Collected at initial claims and post-entitlement events (work CDRs, SSI redeterminations, age 18 redeterminations, medical CDRs etc.).

## Advantage of signing the SSA-8240

- Some individuals are protected from certain penalties for errors or omissions in the information provided by the Payroll Data Provider (PDP).
- Good cause will be found if a participant fails to report or report late a change in employer (unless participant revokes the authorization).

## PIE Authorization

Individual has an active authorization

- Must continue to report their wage and employment information to SSA until they receive a notice informing them that we are receiving the information through PIE.
- May revoke the authorization.

Individual has received a PIE notice

- Continue all other reporting requirements (ex., change in living arrangements, change in resources or other income, medical condition improves, change in employers, return to work).
- Notify SSA if wage or employment information is inaccurate.

# PIE Notice Stop Reporting

As part of our Payroll Information Exchange (PIE), we are now receiving wage and employment information about you from the following employer(s):

- Goodwill
- Nice to Meat You Butcher
- Joe's Pizza

If the employer(s) listed above is incorrect or there are any concerns about the information, please contact us right away.

You do not need to report wage and employment information from the listed employers.



XXXXXXXXXX X XXXXXXXXXXXX  
### XXXXXXXXXXX XXX  
XXXXXXXXXX XX XXXXX-XXXX

As part of our Payroll Information Exchange (PIE), we are now receiving wage and employment information about you from the following employer(s):

- Goodwill
- Nice to Meat You Butcher
- Joe's Pizza

If the employer(s) listed above is incorrect or if there are any concerns about the information we are providing in this notice, please contact us right away.

You do not need to report wage and employment information from the listed employers. However, you must report wage and employment information for any other employers unless we have told you in a previous notice that you do not need to do so. You will have to begin reporting wage and employment information from the listed employers if we stop receiving information from them. We will tell you if you must begin reporting wage and employment information from the listed employer(s) again.

We may use this wage and employment information for other purposes. For example, we may use this information to decide whether you can get benefits under the Social Security Disability Insurance (SSDI) and payments under the

# PIE Notice Resume Reporting

We previously notified you that we were receiving your wage and employment information as part of our Payroll Information Exchange (PIE). We have not received any information through PIE for the following employer(s) since January 2025:

- Goodwill
- Nice to Meat You Butcher
- Joe's Pizza

You must report if you have updated your employment information with us, or if you work or received wages from the listed employer(s) after January 2025.

IS A DRAFT

XXXXXXXXXX X XXXXXXXXXXXX  
### XXXXXXXXXXX XXX  
XXXXXXXXXX XX XXXXX-XXXX

We previously notified you that we were receiving your wage and employment information as part of our Payroll Information Exchange (PIE). We have not received any information through PIE for the following employer(s) since January 2025:

- Goodwill
- Nice to Meat You Butcher
- Joe's Pizza

You must report if you have not updated your employment information with us, or if you work or receive wages from the listed employer(s) after January 2025.

This notice does not affect your reporting responsibilities for any other employers.

You must always tell us right away if you:

- have an improved medical condition;
- return to work; or
- have a new employer

# PIE Automation

## Social Security Disability Insurance (SSDI)

- Work Smart will evaluate the wages we receive from the PDP, and
- Prompt a technician to conduct a work CDR if earnings indicate a completed TWP or SGA after the TWP

## Supplemental Security Income (SSI)

- Wages received are sent directly to SSI record and SSI payment adjusted automatically (if EIN established)
- Alerts generated when automation is not successful

# How Can You Help?

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- Encourage beneficiaries to provide authorization (SSA-8240)
  - SSA technician may request authorization in person, over the phone, via electronic submission request, or using the form via mail.
  - SSA-8240 may be sent with other forms (SSA-821/820).
- Explain PIE notices
  - Continue to report changes in living arrangements, change in resources or other income, medical condition improves, change in employers, return to work.
- Inform Beneficiaries to report issues with earnings (i.e., individual is not working for the company)
  - Due process and Notice of Planned Action (NOPA) will provide contact information to dispute information with Payroll Provider.
  - Case will be flagged when data is disputed, no earnings from PIE will post.
- Remind Beneficiaries to Report Work Incentives
  - SSDI-report impairment related work expenses (IRWE), subsidy/special conditions, sick/vacation pay-not working.
  - SSI-report Blind Work Expenses/IRWE, student earned income exclusion.

# Question and Answer Session #1



# Asking Questions Session #1

## Over the Phone:

- Raise your hand by dialing \*5 and you will be unmuted by the Facilitator
  - Then press \*6 to unmute yourself

## MS Teams:

- Enter your question into the chat, or
- Raise your hand and your mic will be unmuted by the Facilitator

**Please state your first name, EN name, and ask your question.**

# DES Updates

**Erinn Weidman**

Social Insurance Specialist, Division of Employment Support (DES)

Social Security Administration

## DES Updates

- June 2025 Employment Verification
  - On a triannual basis, Social Security verifies the employment of all portal users and main points of contact.
  - The June 2025 employment verification process started June 9.
  - The Program Contact must verify and complete the employment verification by June 18.
- Find Help Updates
  - Social Security has updated **Find Help - Search Results - Ticket to Work - Social Security** based on the 2025 Annual Performance Outcome Report (APOR) data.

# Communications and Outreach Updates

**Jayme Pendergraft**

Director of Communications and Outreach

Ticket Program Manager

## Ticket to Work Videos

- We published a **series of short videos** to highlight the **Ticket to Work Program**, Work Incentives, and helpful tips for Ticketholders.
- These videos provide **clear, accessible information** to help beneficiaries understand their options for returning to work or working for the first time.



## Strong Engagement and Performance

- They have been viewed 4,568 times across all platforms.
- They have been our **top-performing social media posts** over the last two months, driving high engagement and interest.



## Top 3 Most-Watched Videos

1. **What is Ticket to Work?** – Explains the program and how it helps beneficiaries return to work.
2. **Working While Receiving Disability Benefits** – Covers how employment impacts benefits.
3. **FAQs About Working While Receiving Disability Benefits** – Answers common questions about work and benefits.



# How to Use the New Videos - Ticketholders

## Educate Beneficiaries

- Share videos in **presentations, webinars, or one-on-one meetings** to explain Ticket to Work, Work Incentives, and how work affects benefits.

## Enhance Social Media & Outreach

- Post videos on **social media, websites, or newsletters** to reach a broader audience with clear, accessible information.
- **Videos | Choose Work! - Ticket to Work - Social Security**





# How to Use the New Videos – Community Partners

## Support Community Events

- Use videos as **visual aids** during job fairs, disability resource events, or workshops to engage attendees and simplify complex topics.

## Share with Partners

- Provide videos to **Employment Networks (ENs), Vocational Rehabilitation (VR) agencies, and other service providers** to help educate beneficiaries.
- **Videos | Choose Work! - Ticket to Work - Social Security**



## Work Incentive Seminar Event (WISE) Webinars

- Promote and join us for WISE webinars on the fourth Wednesday of the month!
- Next WISE Webinar, “**What is Ticket to Work,**” is June 25, 2025, from 3-4:30 p.m. ET. We’ll provide an overview of the Ticket Program and introduce the employment team.
- Do you have an idea for a Ticket Program success story? Reach out to us at [stories@choosework.ssa.gov](mailto:stories@choosework.ssa.gov)!



## Communications and Outreach Reminders

- Share on social media
  - Facebook: [@ChooseWork](#)
  - X (formerly Twitter): [@ChooseWorkSSA](#)
- Submit success story leads at [TTWstories@ssa.gov](mailto:TTWstories@ssa.gov)
  - Please **do not** include any Personally Identifiable Information in success story leads.
- Submit blog ideas – Email [TTWSocialMedia@ssa.gov](mailto:TTWSocialMedia@ssa.gov)

## Question and Answer Session #2

## Asking Questions Session #2

### Over the Phone:

- Raise your hand by dialing \*5 and you will be unmuted by the Facilitator
  - Then press \*6 to unmute yourself

### MS Teams:

- Enter your question into the chat, or
- Raise your hand and your mic will be unmuted by the Facilitator

**Please state your first name, EN name, and ask your question.**

## Next Quarterly All EN Call

- The date for the next call: **Tuesday, September 16, 2025**, at 1:00 p.m. ET
- Send topic suggestions for All EN Calls to: [ENOperations@ssa.gov](mailto:ENOperations@ssa.gov)

### Upcoming events:

- **June 25: WISE Webinar – What is Ticket to Work?**
- **July 9: EN Essentials - Collaboration Plus: Connecting the Dots to Provide a Continuum of Services for Ticketholders**
- **August 5: All EN Payments Call**

### [2025 Calendar of Events](#)

The Ticket Program shares important information with service providers through GovDelivery messages, including Ticket Portal issues and outages. Please save this email address so that these messages do not go into your spam or junk email boxes: [TicketToWork@subscriptions.ssa.gov](mailto:TicketToWork@subscriptions.ssa.gov)