



QUARTERLY ALL EN CALL RECAP

June 17, 2025

Welcome

Derek Shields, Senior EN Development and Training Manager (TPM)

Derek welcomed everyone to the call, reviewed the logistics and discussed the agenda topics. He then announced the new Employment Networks (EN) who recently joined the Ticket to Work Program:

- BLESSED Ministries, Inc. – NJ
- St. John of God Community Services – NJ
- Alliance Community and Employment Services, Inc. – FL
- Cornerstone Services, Inc. – IL
- Spearhead 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)

Patrice McLean provided an update on organizational changes within the Social Security Administration, including the confirmation of a new Commissioner and the merging of two former offices into the Division of Employment Support.

- **Commissioner:** Patrice announced the confirmation of Frank Bisignano as the new Commissioner of Social Security, highlighting his vision to make the Social Security Administration a premier organization with the highest level service, teamwork, and efficiency.
- **Office Merger:** Patrice explained the merger of the Office of Employment Support and the Office of Research and Demonstration to form the Division of Employment Support,



which now includes a team that designs and implements demonstration projects, and a team that conducts analysis and evaluation activities.

- **Branch Renaming:** Patrice detailed the renaming of existing branches: the Payments and Systems Branch, which handles payments and quality assurance; and the Employment Programs Branch, which houses the demonstrations team and administers various programs.
- **Policy and Analytics Team:** Patrice introduced the new Policy and Analytics Team, responsible for overseeing Ticket policy, regulations, and division-wide evaluations affecting return-to-work policies.
- **Office Realignment:** Patrice mentioned that the Division of Employment Support now falls under SSA's Law and Policy area instead of the former Office of Retirement and Disability Policy.

Ticket Assignment Reminder: Patrice reminded ENs about the requirement to initiate Ticket assignments through the portal only after mutually developing and signing the Individual Work Plan (IWP) with the Ticketholder, as per Ticket Program Agreement (TPA) requirements. She stressed that assigning Tickets before completing the IWP can lead to issues, such as not being able to substantiate payments for services provided without a signed agreement.

Payroll Information Exchange (PIE)

Kristine Erwin-Tribbitt, Employment Policy Team (SSA)

Kristine Erwin Tribbett provided an update on the Payroll Information Exchange (PIE), explaining its purpose, the process of obtaining wage information from Equifax, and the benefits for SSDI and SSI beneficiaries.

PIE allows SSA to enter information exchanges with payroll data providers to improve the administration's processing and prevent improper payments. SSA has contracted with Equifax to receive wage and employment information for SSDI and SSI beneficiaries, including claimants and deemors.

Kristine outlined the benefits of PIE, including protecting beneficiaries from certain penalties for reporting errors and allowing SSA to automatically receive wage information from employers. She highlighted that SSA receives wage and employment information monthly, starting with the prior month's data, and the first exchange occurred in April 2025.

PIE Authorization: Kristine discussed the SSA 8240 form used to obtain authorization from beneficiaries for SSA to send their SSN to Equifax for wage information, and the advantages of having an active authorization. Authorization can be done online, via paper form, or over the



phone. The advantages of having an active PIE authorization include protecting beneficiaries from penalties for reporting errors and allowing SSA to automatically receive wage information from employers.

Reporting Responsibilities: Kristine emphasized that beneficiaries with an active authorization must continue to report wages until notified by SSA to stop, and they can revoke the authorization at any time, but must then resume reporting wages. She provided an example of a PIE notice sent to beneficiaries, informing them they can stop reporting wages for specific employers and outlining their remaining reporting responsibilities.

Kristine stressed that beneficiaries must continue to report changes in resources, other income, changes in employment, and return to work, even if they have an active PIE authorization. She advised beneficiaries to report any inaccuracies in the wage information received from Equifax, such as incorrect employer details or amounts, to SSA immediately.

PIE Automation: Kristine described how the wage data from the PIE is processed and used to adjust benefits for SSDI and SSI beneficiaries.

- For SSDI benefits, the earnings data is evaluated by the Work Smart program to determine if a work CDR is needed, based on factors like benefit status and Trial Work Period completion.
- For SSI benefits, the wage data is sent directly to the SSI record, and the payment is adjusted automatically if the employer's EIN is established on the record.
- For concurrent beneficiaries, the wage data is shared across both SSDI and SSI systems, allowing technicians to access the information from one repository.

If the system cannot automatically adjust benefits, an alert is generated for the Field Office to correct the record.

Questions & Answers #1

A question-and-answer period followed, which is part of the call recording and transcript.

Division of Employment Support (DES) Updates

Erinn Weidman, Social Insurance Specialist, (DES)

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 on June 9. The EN Program Contact must verify and complete the employment verification process by June 18 to ensure continued access to the Ticket Portal.



Find Help Update: Social Security has updated the [Find Help](#) tool based on the 2025 Annual Performance Outcome Report (APOR) data. Erinn encouraged participants to review their provider information on Find Help and submit necessary updates to ENService@ssa.gov using a TPA Change Form.

Communications and Outreach Update

Jayne Pendergraft, Director of Communications (TPM)

Jayne provided updates on the new Ticket to Work Program videos available on the Choose Work website, the upcoming WISE webinar, social media, and the importance of sharing these resources with beneficiaries and community partners.

SSA recently published a series of short videos that promote the Ticket Program and other Work Incentives, and describe the services provided by ENs and VRs under the Ticket Program. The videos are available online at [Videos | Choose Work! - Ticket to Work - Social Security](#) and can be used to market the Ticket Program. The ENs can use them to educate beneficiaries, support community events, share with partners, and enhance social media.

The videos have been viewed 4,568 times across all platforms. The most popular videos are:

- What is Ticket to Work?
- Working While Receiving Disability Benefits
- FAQs About Working While Receiving Disability Benefits

Jayne invited everyone to promote and join the WISE webinars on the fourth Wednesday of the month. The next WISE Webinar, "What is Ticket to Work?" is on June 25, 2025, from 3-4:30 p.m. ET. She also explained that the ["WISE on Demand"](#) webpage has been restarted so that users can access past WISE webinars.

Jayne encouraged ENs to use and share Ticket Program social media content. Find us on:

- Facebook: @ChooseWork
- X: @ChooseWorkSSA

ENs can also submit success story leads to TTWstories@ssa.gov and blog ideas to TTWsocialmedia@ssa.gov to highlight the impact of Ticketholder services and suggest content to address common questions.

Questions & Answers #2



A question-and-answer period followed, which is part of the call recording and transcript.

Upcoming Events

Derek announced 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

The date for the next All EN Call is Tuesday, September 16, 2025, at 1:00 p.m. ET. Send topic suggestions for All EN Calls to: ENOperations@ssa.gov