



TICKET
to **Work**

Quarterly All Employment Network (EN) Call

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

September 29, 2025





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Meeting Logistics

- This meeting is being recorded and transcribed. Presentation materials from today's call will be made available within two weeks.
- Per the Ticket Program Agreement (Part III, Section 11 subsection I), EN staff are not permitted to record this meeting nor capture the transcript.
- 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.

Meeting Logistics Continued

- Please feel free to ask a question in the MS Teams chat section.
- There will be a live Q & A session during today's call.
 - If joining via phone and you wish to ask a question:
 - Raise your hand using *5, and you will be unmuted by the Facilitator.
 - 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 upon by the Facilitator.
 - Please limit questions to one per participant. Additional questions or comments can be sent to ENOperations@ssa.gov.
 - Those questions not answered during the live event will be forwarded to the appropriate panelists for response.

Thank you in advance for your participation!

Agenda

- Welcome, Meeting Logistics, Agenda Review – **Derek Shields**
- Reinstating Medical Continuing Disability Review Protection to Ticketholders – **Katie Seymore**
- New Form SSA-821 (Work Activity Report) – **Rachel Vincent**
- *Question and Answer Session 1*
- Social Security Updates – **Erinn Weidman**
- Program Integrity Reminders – **Lakesha Hunt-Dickens**
- Communications and Outreach Update – **Jayme Pendergraft**
- *Question and Answer Session 2*



Welcome to New ENs

- Total Rewards Partners Inc. – TX
- Benefits to Work LLC – VA
- Vaughn Gage Center – TX
- University of Washington – Neurology Vocational Services Unit – WA
- Transitions Inc. – ID
- A1 Job Development Services Corp. – KY
- Dominion Placement Services LLC – TX
- Oswego County Department of Workforce Development – NY
- LifeROOTS Inc. – NM
- Lincoln Square Coaching LLC – NY
- Achieve Consulting Team Inc. – WA



Reinstating Medical Continuing Disability Review Protection to Ticketholders

Katie Seymore, Disability Policy, Social Security Administration



New Form SSA-821 (Work Activity Report)

Rachel Vincent, Disability Policy, Social Security Administration



New Form SSA-821-BK

SSA-821-BK - Work Activity Report – Employee

Customers can access via Upload Documents through their *my* Social Security account.

Cover letter

- Added the types of information requested, the reasons for requesting it, how the information will be used, and a definition of work incentives.
- Removed the table with prefilled IRS data.

Identification Section

- Added SSN option and updated “describe your work since” to allow for electronic submission.

Income Information Section

Question 3

- Added “Reason Work Ended” to help develop UWAs.
- Removed the “Pay Stub Table”.

Question 4

- Updated with an example and explanation why we are asking for this information.

New Form SSA-821-BK Continued

Work Incentives Information Section

Question 5

- Added four check box choices to explaining possible accommodations and space to provide information.
- Added “someone other than your employer” to mimic the “knowledgeable source” listed on Form SSA-3033.

In Question 6

- Clarified why we are asking for this information and how providing it may help them.
- Added the yes and no format.

Question 7

- Clarified why we are asking for this information and how providing it may help them.
- Clarified possible reimbursement choices. Added a “Continuing” cost indicator.

MS Teams

Enter your question into the chat or raise your hand and you will be unmuted by the Facilitator.

By Phone

Raise your hand by dialing *5 and you will be unmuted by the Facilitator. Then press *6 to speak.

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



Questions

Social Security Updates

Erinn Weidman, Disability Policy, Social Security Administration



Social Security Updates

- October 2025 Employment Verification
 - On a triannual basis, Social Security verifies the employment of all portal users and main points of contact
 - The October 2025 employment verification process will start on October 6
 - The Program Contact must verify and complete the employment verification by October 15
- EN Service Reminders



Program Integrity Reminders

Lakesha Hunt-Dickens, Ticket Program Manager



Services and Supports Review Overview

- TPM's Program Integrity Department conducts annual Services and Supports (S&S) Reviews for Social Security
- Process:
 - Reviews are typically conducted in the same month of the EN Ticket Program Agreement (TPA) award.
 - TPM sends an initial reminder email prior to the review month.
 - TPM sends the request for documentation message via Government Services Online (GSO) account at the start of the review month.
 - If documents are not received by the initial due date, a non-responder email goes out to the Signatory Authority and Program Contact.
 - TPM escalates continued EN non-responsiveness to Social Security who may issue a cure notice.

Services and Supports Review Overview Continued

- The email request will include a list of Ticketholders' names and SSNs to review.
- ENs are required to submit all documentation within 10 business days from the date of the request.
- Each Ticketholder needs the following required documents:
 - Individual Work Plan (IWP) and all potential amendments
 - Submit all pages
 - Signed and dated IWP by the Ticketholder and EN suitable staff
 - Include the discussion summary
 - Case notes for the previous 12 months (review period)
 - Provide proof of ongoing two-way communication and contact attempts
 - Demonstrate services and supports provided:
 - Dates
 - Modality (method of communication)
 - Services provided

Services and Supports Review Overview Continued

- Package submission tips:
 - Submit the completed package by the due date.
 - Reply directly to the initial GSO message.
 - Do not attempt to create a new message.
 - Do not encrypt or password protect the attachments.
 - GSO is designed to securely transmit information.
 - Create a separate file for each Ticketholder and include the IWP, case notes and, if applicable, IWP amendments.
 - Do not combine multiple Ticketholder's information into the same file.

Services and Supports Review Overview Continued

- More package submission tips:
 - IWP signatures from both the Ticketholder and EN staff must either include a wet or digital signature.
 - A wet signature is the physical handwritten signature on the IWP
 - The digital signature is an electronic signature with a digital ID and timestamp
 - Examples of digital signature software include DocuSign and Adobe Acrobat Pro/Sign
 - Adobe Acrobat typed signatures are **not** accepted.
 - ENs should review their Ticketholders' status regularly.
 - Discussion summaries should reflect and include details of the initial counseling session and IWP development.

Communications and Outreach Update

Jayne Pendergraft, Ticket Program Manager



Ticket Connection Newsletter

- On July 29, TPM reintroduced the Ticket Connection, a quarterly e-newsletter for service providers.
 - [EN Ticket Connection Newsletter Summer 2025](#)
- Sent by GovDelivery message, the newsletter provides news, reminders, and resources about current policies, training, marketing content, upcoming events, etc.
- Look for the “Fall” edition in early October.
- Please contact ENOperations@ssa.gov with ideas for future editions.



Success Story: Frances

- Frances is a registered nurse who returned to work after experiencing a stroke that left her unable to drive or read for several years.
- With support from Social Security's Ticket to Work Program and The Choice Group, she regained independence and successfully reentered the medical field she loves.
- If you have a success story lead, contact TTWStories@ssa.gov.

new success story



I would recommend the Ticket to Work Program 1,000%! I'm living proof that you can transition back to work.

FRANCES

Work Incentive Seminar Event (WISE) Webinars

- Promote and [join us](#) for WISE webinars on the fourth Wednesday of the month!
- Record breaking registration and attendance in 2025, with 14,685 registrants and 5,398 attendees.
- **October 22:** Ticket to Work: Support on Your Employment Journey
 - Featuring a segment on the Payroll Information Exchange.



Engagement: What's Working for Us

- Social Media
 - WISE promotional messages are consistently our top posts on Facebook and X every month.
 - Wage reporting reminders and video promotion drive strong engagement.
- Choose Work! Blog
 - Discover Who's Hiring Now is the most viewed post monthly.
- Topics like reasonable accommodations and clear, concise job search advice also perform well.



Stay in Touch

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



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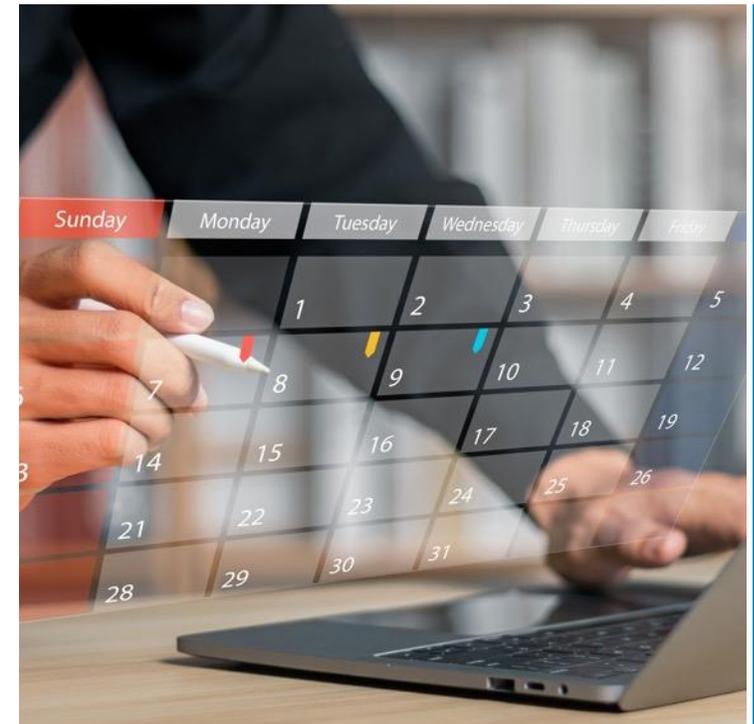
Questions

Upcoming Events

- October 22: WISE Webinar – Ticket to Work: Support on Your Employment Journey
- November 4: All EN Payments Call
- November 12: EN Essentials
- November 19: WISE Webinar

[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.



Next Quarterly All EN Call:

December 9, 2025, 1:00 p.m. ET.

Send topic suggestions for All EN Calls to: ENOperations@ssa.gov.

Thank you for joining today's call!

