



QUARTERLY ALL EN CALL RECAP

September 29, 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:

- 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 (CDR) Protection to Ticketholders

Katie Seymore, Disability Policy (SSA)

Katie explained that Ticketholders actively participating in the Ticket to Work Program receive protection from medical CDRs while using their Ticket. Actively participating means that they are achieving specific work, earnings, or education goals.

A recent review of all Ticketholders assigned to ENs identified over 1,000 Tickets at risk of being selected for a medical CDR due to a prior Timely Progress Review failure.

Social Security's goal is to restore medical CDR protection for those actively working toward self-sufficiency.

As a first step, Social Security encourages ENs to review the list of "beneficiaries currently assigned to me" in the Ticket Portal to identify Ticketholders with a failed TPR status.

- The number of Ticketholders in a failed TPR status varies by EN, so to see the entire list of Ticketholders, download the entire list to Excel.

Social Security will be sending guidance soon by email regarding the next steps for restoring medical CDR protection for Ticketholders actively working toward self-sufficiency.

Ticketholders who have failed TPR and want to take immediate action can contact the helpline by calling 1-866-968-7842.

Send questions to ENService@SSA.gov

New Form SSA-821 (Work Activity Report)

Rachel discussed the updated Form SSA 821, Work Activity Report, highlighting changes made to simplify it and address pain points identified by beneficiaries, advocates, and technicians. The form was approved by the Office of Management and Budget. She walked through the new form and reviewed changes made to the cover letter, including adding an SSN option for individuals submitting the form electronically and removal of the IRS data table, a significant pain point for users. Individuals can now indicate if they are enclosing or have already provided pay stub information, simplifying the process. Rachel covered other updates to various sections, including a definition of Work Incentives and how providing the information may help them, clarification of questions about additional earnings, and the inclusion of a continuing column for impairment-related work expenses. Individuals can access the updated form via the Upload Documents feature in their *my SSA* account. The form can be accessed and downloaded at <https://www.ssa.gov/forms/ssa-821.pdf>.



Questions & Answers

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

Social Security Updates

Erinn Weidman, Disability Policy (SSA)

Employment Verification

On a triannual basis, Social Security verifies the employment of all portal users and main points of contact. The third and final employment verification process for 2025 will start on October 6. Social Security will send a GovDelivery message explaining the process. The EN Program Contact must complete the employment verification process by October 15 to ensure continued access to the Ticket Portal.

EN Service Reminders

Erinn provided several reminders regarding suitability documents when communicating with EN Service.

- When submitting a suitability application/eAPP to the Suitability Office, send a separate email to the EN Service team with a TPA Change form to add the employee.
- Confirm you are using the correct email addresses:
 - EN Service: ENService@SSA.gov
 - SSA Suitability Office: SecRes.PerSec.Contractor.Vetting@ssa.gov
- Send an SSA-222 form when adding new employees.
- Submit a TPA change form to remove employees, and in instances where the employee is a contact, they must provide a suitable replacement.
- Include the PID/EN name in the subject line of all emails.



Program Integrity Reminders

LaKesha Hunt-Dickens, Ticket Program Manager

Services and Supports Review Overview

LaKesha described the annual EN Services and Supports review process that TPM's Program Integrity Department conducts for Social Security. The reviews are typically conducted in the anniversary month of the EN Ticket Program Agreement (TPA) award.

TPM sends an initial reminder email prior to the review month and sends the request for documentation via Government Services Online (GSO) at the start of the review month. The request for documentation includes a list of Ticketholders' names and SSNs to review.

Documents required for the review include Individual Work Plans (IWP) and amendments signed and dated by the Ticketholder and EN suitable staff; discussion summary; case notes for the previous 12 months showing proof of ongoing two-way communication and contact attempts that include dates, method of communication, and services provided.

ENs are required to submit all documentation within 10 business days. If not received by the initial due date, TPM sends a non-responder email to the EN Signatory Authority and Program Contact. Continued non-responsiveness may result in a cure notice from Social Security.

Tips for submitting a successful Services and Supports package:

- 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 securely transmits information).
- Create a separate file for each Ticketholder's documents.
- IWP signatures from both the Ticketholder and EN staff must be a wet or digital signature.
- 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. The newsletter is sent by GovDelivery message and provides Ticket Program news, reminders, and resources. Look for the “Fall” edition in October.

Please contact ENOperations@ssa.gov with ideas for future editions.

Success Story

Jayne described the most recent Ticket to Work success story about Frances, 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. Please do not include any Personally Identifiable Information in success story leads.

Work Incentive Seminar Event (WISE) Webinars

Jayne encouraged ENs to promote and join WISE webinars on the fourth Wednesday of the month. There has been record-breaking registration and attendance in 2025, with 14,685 registrants and 5,398 attendees.

The next WISE on October 22 will feature the topic, “Ticket to Work: Support on Your Employment Journey”.

Engagement

WISE promotional messages are consistently the most popular posts on Facebook and X every month. Wage reporting reminders and video promotion also drive strong engagement. “Discover Who’s Hiring Now” is the most viewed blog post. Topics like reasonable accommodations and clear, concise job search advice blog posts also perform well.



Questions & Answers

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Upcoming Events

Derek announced 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

The date for the next All EN call is December 9, 2025, at 1:00 p.m. ET. Send topic suggestions for All EN Calls to: ENOperations@ssa.gov.