



QUARTERLY ALL EN CALL RECAP MARCH 17, 2026

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:

- Weave Solutions LLC – NV
- Jewish Family Services of Washtenaw County Inc. – OH
- NewView Oklahoma – OK
- Eagle Rehabilitation Services Inc. – MD
- Land of Goods LLC – FL
- Diverse Paths & Solutions LLC – WI
- Abundant Life Employment Services LLC – ID
- 2nd Chance at Living – TN
- Talento Hispano Solutions LLC – FL
- Mountain Employment Training LLC - CO

Suitability Updates

Vernon Collins, Supervisory Personnel Security Specialist, SSA

Vernon provided the following updates on changes to the suitability process for ENs:

Email address

The current mailbox for Personnel Security Suitability submissions is:

SecRes.PerSec.Contractor.Vetting@ssa.gov.



Fingerprinting

Fingerprinting must now be completed prior to submitting applicants for suitability review, reversing the previous process where fingerprinting occurred after eAPP completion. This change aims to expedite the review and clearance process.

Updated Applicant Listing

A new applicant listing form, posted under the Suitability section of the <https://yourtickettowork.ssa.gov/Assets/yttw/docs/information-center/forms/Electronic-Application-Applicant-Listing.xlsx>, includes a new field for the fingerprint completion date. The updated form is intended to streamline the submission process and provide all necessary information up front.

Submission Deadlines

The suitability process now requires applicants to submit their application within five calendar days of initiation, down from the previous 10-14 days. This change meets Defense Counterintelligence and Security Agency (DCSA) timeliness metrics and reduces delays.

Returning Applicants

For applicants who have previously worked with an EN, SSA contract, or as SSA employees, fingerprinting may be waived if records already exist. For these cases, ENs should contact their Suitability point of contact (POC) or the Suitability office to confirm requirements.

Applicants with Errors or Missing Information

Applicants who encounter errors with their Social Security number or date of birth in the eAPP system should contact their Suitability POC or the Suitability office directly for corrections. The NBIS help desk cannot resolve these issues.

Risk Level Upgrade

EN contracts are being upgraded from low to moderate risk, requiring a more thorough application form for new hires and a phased upgrade for current staff.

The new moderate risk application form requires seven years of residential and employment history, and additional sections on personal references, relatives, IT system use, marital status, foreign travel, non-criminal court actions, and potential investigator interviews.



Applicants may be contacted for investigator interviews as part of the moderate risk process. Vernon provided the DCSA email and hotline for applicants to verify the legitimacy of interview requests:

- Email: dcsa.boyers.bi.mbx.investigator-verifications@mail.mil
- Hotline: 878-274-1186 – open Monday - Friday, 7:00 a.m. to 4:00 p.m. Eastern Time.

Current staff who have already been found suitable will be required to complete the new moderate risk eAPP form over the next two fiscal years. Previously cleared staff will not need to resubmit fingerprints, and the process is designed to be seamless and quick.

Two ENs, Full Circle Employment Solutions and Best Buddies, participated in a pilot of the upgrade process, with most staff completing the new form within a few days. ENs can volunteer to expedite the upgrade for their staff by contacting the Suitability office, which will prioritize their cases and aim to complete the process within a week.

Applicant Tracking and Continuous Vetting Enhancements

Applicants will soon be able to log into the eAPP system to view the status of their investigation, including when it is released to DCSA, when DCSA closes the investigation, and when SSA adjudicates the case.

DCSA is moving away from mandatory five-year reinvestigations for ENs, instead adopting a continuous vetting approach where information is updated regularly, and new investigations are only required in specific circumstances such as breaks in service.

Certification Confirmation for ENs: Recommend ENs have applicants provide a screenshot or printout of the eAPP certification page to confirm completion and enable ENs to track progress and anticipate response times from SSA.

Questions & Answers

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



Employer EN Model and EN Site Visits

Patrice McLean, Employment Support (SSA)

Employer EN Model

Patrice McLean announced plans for SSA to absorb the Employer EN business model into the Traditional EN model within the Ticket to Work Program. This will support SSA's broader efforts to streamline EN business models and reduce the burden on organizations that want to provide return to work services, including employing Ticketholders.

Patrice explained that under the current Employer EN model, the EN serves as the Ticketholder's employer or an employer agent (being compensated by an employer via contract, agreement or other working arrangement to locate and place suitable job candidates).

Traditional ENs will now be able to hire Ticketholders without submitting an RFA to serve as an Employer EN. Existing Employer ENs will be able to continue providing services as an employer of their Ticketholders, or the employer agent, as a Traditional EN. As a Traditional EN, previous Employer ENs will also be able to provide other services, and support Ticketholders that are not employed by their EN.

SSA met with Employer ENs on March 6 to communicate this change and all associated requirements. RFAs to transition from Employer ENs to Traditional ENs are due March 20, 2026. Effective March 31, 2026, all Employer EN agreements will be discontinued following their completion of required transition activities. After that date, previous Employer ENs may continue providing services under the Traditional EN model.

EN Site Visits

Patrice explained that SSA plans to resume EN site visits in 2026 and outlined the process for site visits, including scheduling, documentation review, feedback, and corrective actions.

SSA staff will visit each selected EN for one day to check records, validate data, recommend or provide training, and provide technical assistance and subject matter expertise as needed. SSA will review operational procedures, identify any inadequacies, review Ticket enrollment status, assess payments, and respond to questions.

Patrice explained that during the site visit, the team will review Individual Work Plans (IWP), case notes, and EN business process documentation both in advance and on location, providing immediate feedback and requesting additional documents as needed. EN staff who work directly with Ticketholders and understand EN operations should be present at the site visit,



usually including the Program Contact, Ticketholder Contact, and sometimes the Signatory Authority. After the site visit, a comprehensive report will be sent to the EN, detailing findings and assigning any necessary corrective actions for compliance.

If an EN is selected for a site visit, SSA or TPM will contact the EN's Signatory Authority and Program Contact by email to arrange the date and time, typically at the EN's primary location, with flexibility to determine the most suitable site. SSA will also provide additional details on what and how to prepare for the site visit.

Ticket to Work Survey

Ellie Stinnett, Employment Support (SSA)

Ellie announced an upcoming survey for EN organizations and beneficiary interviews, explaining the process, incentives, and how ENs should support client participation. SSA will send a survey later in the spring to each EN organization, directed to the program contact listed in SSA's records, with invitations sent by mail and email from Mathematica, the contractor. ENs completing the survey will receive a \$40 check from Mathematica, which can be declined if organizational rules prohibit accepting it.

SSA is conducting interviews with beneficiaries to gather feedback on their experiences. ENs are encouraged to validate the legitimacy of the study and support client participation if invited. Ellie provided her email address (Eleanor.Stinnett@ssa.gov) for follow-up questions and will remain available until the end of the meeting for inquiries.

Social Security Updates

Erinn Weidman, Employment Support (SSA)

Erinn Weidman reviewed mandatory annual reporting requirements, described EN key roles, and provided guidance on updating official records and contact information.

Annual Performance Outcome Report (APOR) and Security Awareness Certification

ENs must complete and submit the APOR and Security Awareness Certification process during the collection period, which ended this year on February 23. Cure notices will be issued to non-compliant ENs, which could lead to TPA termination.



EN Service Reminders

Erinn reviewed in detail the responsibilities of each EN main POC, including the Signatory Authority, Program Contact, Suitability Contact, Ticketholder Contact, Payments Contact, and Ticket Portal Users, emphasizing their importance for compliance and operations.

Updating Contact Information: ENs can update and confirm their contact information and update their main POCs by logging into the Ticket Portal and following specific steps. Changes may take up to 48 hours to reflect.

Legal Name and Email Requirements: EN employees must use their official legal names on all documentation and report changes to SSA. Business email addresses should be used for all official communications to ensure accuracy and prevent delays.

Communications and Outreach Update

Jayne Pendergraft, Ticket Program Manager

Jayne Pendergraft from TPM shared updates on outreach materials, including the Ticket Connection newsletter, new promotional posters, outreach videos, and the launch of a website navigation tool. Jayne encouraged ENs to participate in communications efforts.

Ticket Connection Newsletter

The Winter Edition of the Ticket Connection newsletter was published on January 21, covering Service and Supports Reviews, Ticket Program evaluation, wage reporting, suitability updates, new posters, and upcoming events.

Promotional Materials

A new Ticket to Work promotional poster is available in two sizes to download at [Marketing Materials | Ticket to Work](#) for use in outreach. ENs are encouraged to print and display it in offices, community spaces, or partner locations to increase program visibility. A new introductory video, <https://www.youtube.com/watch?v=oFeMvDUjneA>, about Ticket to Work is also available for use in outreach, presentations, and social media.

Website Navigation Tool

A new navigation tool will launch soon on the Choose Work website to help users quickly find information. The tool will feature prompts and direct links to relevant pages. ENs are encouraged to use and provide feedback about the tool.



Social Media Engagement

ENs are encouraged to share program updates, success stories, and resources on social media, and submit ideas for future blog posts by email to TTWSocialMedia@ssa.gov.

WISE Webinars Attendance and Promotion

Jayne reported record growth in WISE webinar attendance. In 2025, WISE webinars saw a 43% increase in attendance compared to 2024, with over 8,811 participants and 130 organizations promoting the events. Jayne encouraged ENs to continue promoting these monthly events to support beneficiary engagement and program awareness. Webinars occur on the fourth Wednesday of each month, offering insights into the Ticket to Work program. ENs are encouraged to share announcements and join upcoming sessions.

Questions & Answers

A question-and-answer period followed, which is part of the call recording and transcript. Social Security will address specific questions soon.

Upcoming Events

Derek announced upcoming events:

- March 25: WISE Webinar: What is Ticket to Work?
- April 14: All VR Call
- April 15: EN Essentials: EN Marketing - It's All About Relationships
- April 22: WISE Webinar

The date for the next All EN Call is June 16, 2026, at 1 p.m. ET. Send topic suggestions for All EN Calls to: ENOperations@ssa.gov.