



TICKET
to **Work**

Quarterly All Employment Network (EN) Call

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

June 16, 2026





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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**
- Payroll Information Exchange (PIE) – **Laura York**
- Benefits Planning Query (BPQY) – **Renee Moore**
- *Question and Answer Session 1* - **Kristine Irwin Tribbett**
- Ticket to Work Survey – **Seth Hartig**
- *Question and Answer Session 2* - **Holly Matulewicz, Sarah Croake, and Ellie Stinnett**
- Social Security Updates – **Erinn Weidman**
- Communications and Outreach Update – **Jayme Pendergraft**
- Timely Progress Review (TPR) Update – **Derek Shields**
- *Question and Answer Session 3*



Welcome to New ENs

- Chippens Hill Group LLC, DBA Clearweave Careers - CT
- Expert Vocational Insights LLC - CO
- Donakeh LLC - WV
- Workforce Career Center - GA
- Reinvented Destiny LLC - MD



Payroll Information Exchange (PIE)

Laura York, Employment Support, Social Security Administration



Payroll Information Exchange (PIE)

PIE is the Payroll Information Exchange, which SSA currently has with Equifax. If a beneficiary works with an employer in Equifax's system, which covers a large swath of employers, they do not need to report earnings from that employer to SSA — as long as they have a signed PIE authorization form on file (Form SSA-8240). That earnings data will automatically be used to adjust SSI payments.

Additionally, those earnings are used to trigger a work CDR months or years before we get earnings data from other sources (when a beneficiary isn't directly reporting).

We ask that all ENs help their Ticketholders sign and submit the 8240. More information about PIE and the authorization can be found online at ssa.gov/ssi/spotlights/spot-pie.htm. While that is targeted to SSI, the information generally holds for SSDI as well.

Benefits Planning Query (BPQY)

Renee Moore, Employment Support, Social Security Administration



Scope and Context



Let's Start on the Same Page

What the BPQY Is:

- A summary from SSA's records
- Reflects current system(s) data
- A tool for benefits counseling and work planning

Let's Start on the Same Page

What the BPQY Is Not:

- Creating the data
- Verifying the data

When BPQY Fields Are Sometimes Inconsistent

- Only as accurate as the underlying record
- Not one coordinated report
- Fields may not be intuitive
- Fields are updated at different times

Handling and Timeframes

- Processing
- Fulfillment
- Timeframes

Best Practices

- Where to send a request.
- Ensure the SSA-3288 is completed accurately.
- Use the most current version of the consent form.
- Respond promptly if the request is returned.
- Follow up with the local Field Office.

FAQs

- Do we charge a fee?
- Digitally signed SSA-3288?
- Return a BPQY via fax?
- Return a BPQY via email?
- Definitions for the BPQY Fields.
- IRS data on the BPQY?
- The BPQY and my SSA?
- Differentiate a BPQY 3288 from others?

MS Teams

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By Phone

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



Questions

Ticket to Work Survey

Seth Hartig, Employment Support, Social Security Administration



Ticket to Work Survey and Interviews

- SSA is evaluating the Ticket to Work Program to help SSA understand best practices and identify potential improvements.
- **Survey:** Mathematica emailed a link to the survey from ttwevaluation@mathematica-mpr.com to the Program Contact at each EN (and is providing a \$40 gift card for completion of the survey).
- Each EN should have also received a letter in the mail about the survey. The letter also includes a link to the survey.
- If you have not received a survey invitation and believe you should have received an invitation, please email ttwevaluation@mathematica-mpr.com.
- **Please complete the survey! Help us make these programs better!**
- **Interviews:** Mathematica will contact Ticketholders by mail and phone inviting them to be interviewed (and will provide a \$40 gift card for completion).
- **If your clients ask about an interview invitation they received, please encourage them to participate!**
- For questions to SSA: Eleanor.Stinnett@ssa.gov and Seth.Hartig@ssa.gov
- For questions to Mathematica about the survey: Holly Matulewicz, 844-576-1306
- For questions to Mathematica about Ticketholder interviews: Sarah Croake, 844-576-1307

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Questions

Social Security Updates

Erinn Weidman, Employment Support, Social Security Administration



Social Security Updates

Tri-Annual Employment Verification

- The second employment verification for the 2026 calendar year began on June 8.
- This process ensures SSA has accurate contact information and that portal users retain access to the Ticket Portal.
- Please complete the employment verification by June 18 to avoid disruption of portal access.

Annual Performance Outcome Report (APOR)

- TPM and SSA are currently reviewing APOR data submissions.
- If clarification is needed, you will be contacted; please respond promptly to any inquiries.
- Provider information on Find Help will be updated following the review process.
- You will receive a GovDelivery notification once the Find Help updates based on 2026 APOR data are finalized.



Communications and Outreach Update

Jayme Pendergraft, Ticket Program Manager



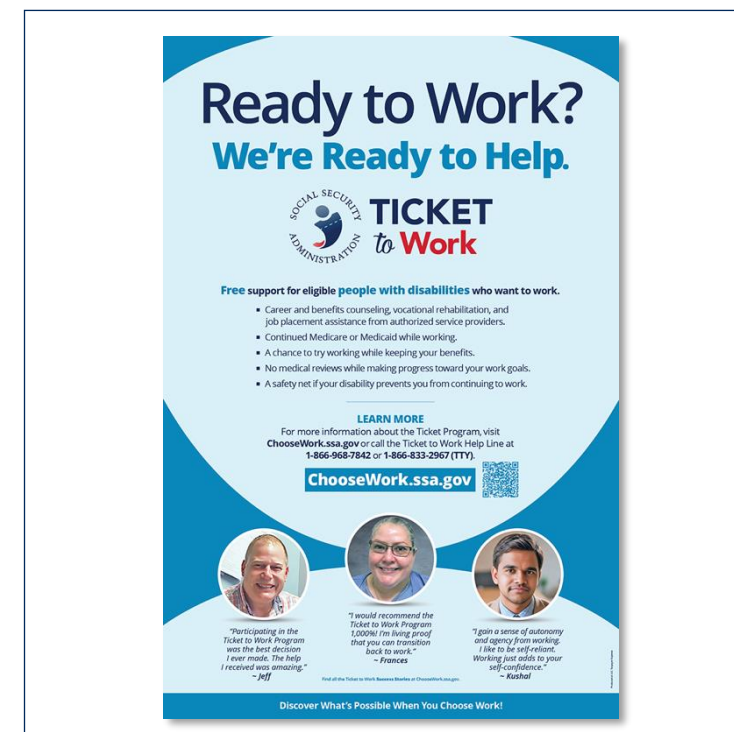
Marketing Materials: Share the Flyers

A Ticket to Work flyer is now available:
[Marketing Materials | Ticket to Work](#)

- Designed to help providers promote the Ticket to Work Program consistently with official Social Security branding.

How Providers Can Use It

- Download the flyer directly from the Marketing Materials page. Available in 2 sizes: poster and flyer.
- Print and display it in offices, community spaces, or partner locations to increase program visibility.
- Use alongside other official branding materials to maintain consistent messaging across outreach channels.



Work Incentive Seminar Event (WISE) Webinars

- Promote and [join us](#) for WISE webinars on the fourth Wednesday of the month!
- **June 17: Presenting Your Best Self to Employers**
- Help clients understand how work affects their benefits with clear, expert-led guidance.
- Strengthen your organization's impact by amplifying resources that reduce confusion and build confidence.
- Promote webinars through your newsletters, workshops, and social channels.
- Encourage clients to attend live or watch on-demand recordings anytime.
- Join the webinars yourself to stay aligned with the guidance your clients receive.



Introduction to Ticket to Work Video

**Ready to Work?
We're Ready to Help.**



View the video on the [Choose Work YouTube account](#).

Stay in Touch

- Share on social media
 - Facebook: [@ChooseWork](#)
 - X: [@ChooseWorkSSA](#)
- Submit blog ideas: Email TTWSocialMedia@ssa.gov



Timely Progress Review (TPR) Update

The Social Security Administration (SSA) is performing a one-time Timely Progress Review (TPR) re-entry for Ticketholders who have a failed TPR status and were assigned to Employment Networks (ENs) on May 15, 2026. The re-entry will reinstate medical Continuing Disability Review (CDR) protection effective June 2026 for Ticketholders who have met the earnings threshold of at least one quarter of three times substantial gainful activity (SGA) or more in the last three years. SSA will be performing the TPR re-entries between June 1, 2026, and June 30, 2026, and ENs will be able to see the updated TPR status in the Ticket Portal. ENs can contact SSA with any questions about the TPR re-entry process (do not include PII) by emailing TPRhelpdesk@ssa.gov.

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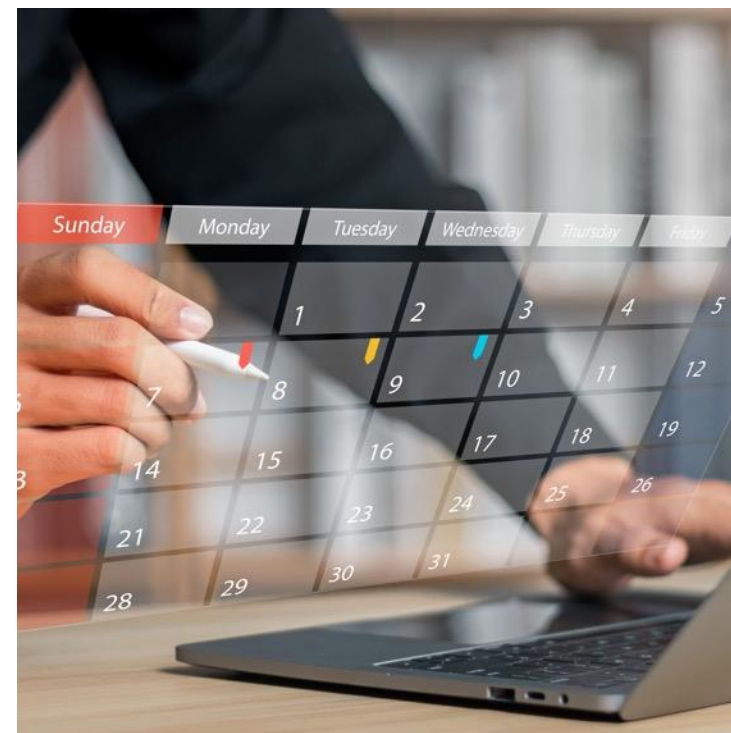
Questions

Upcoming Events

June 17: WISE Webinar: Presenting Your Best Self to Employers

[Calendar of Events](#) | [Ticket to Work](#)

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:

Date to be announced, 1 p.m. ET

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

Thank you for joining today's call!

