



TICKET
to **Work**

Quarterly All Employment Network (EN) Call

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

September 15, 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 Cont. (2)

- 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**
- New Forms SSA-821 and SSA-820 – **Rachel Vincent**
- *Question and Answer Session 1*
- Social Security Updates – **Erinn Weidman**
- Suitability Process Recap – **Ana Morales**
- Communications and Outreach Update – **Jayme Pendergraft**
- *Question and Answer Session 2*



Welcome to New ENs

- Center for Educational Advancement Inc. – NJ
- Hope Services – CA
- Employment Options LLC – OR
- ServiceNet Inc. – MA



New Forms SSA-821 and SSA-820

Rachel Vincent, Employment Support, Social Security Administration



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.

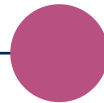
Please state your first name, EN name, and ask your question.



Questions

Social Security Updates

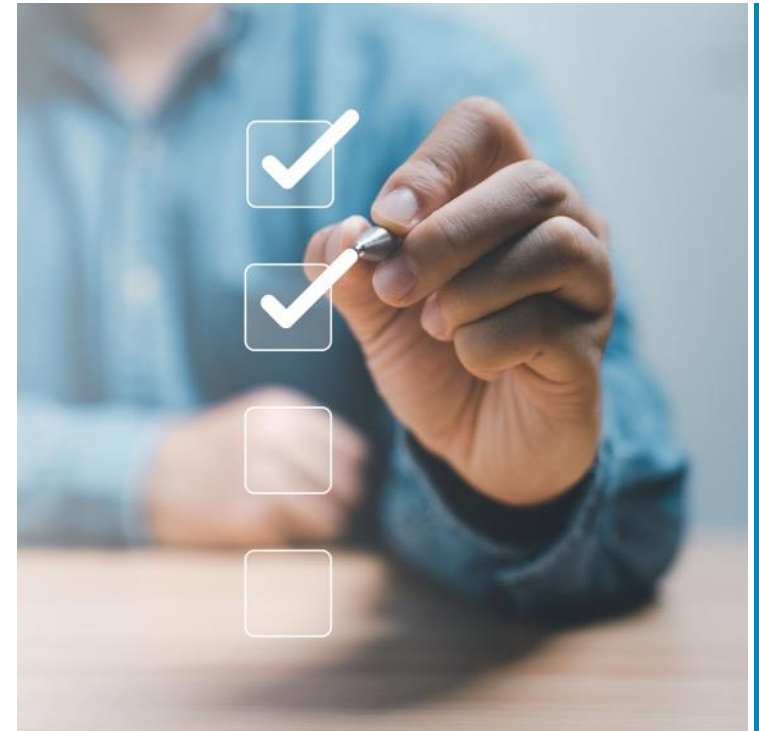
Erinn Weidman, Employment Support, Social Security Administration



Social Security Updates

Tri-Annual Employment Verification

- The third and final employment verification for the 2026 calendar year begins October 5.
- This process ensures SSA maintains accurate contact information and that Employment Networks (ENs) retain access to the Ticket Portal.
- Each EN must complete the employment verification by October 16.
- Additional information and instructions will be sent soon via GovDelivery. Please monitor your email for updates.



Social Security Updates Cont. (2)

Assistance for BPQY Requests Older Than 30 Days

- We have a process to assist ENs with BPQY requests that are pending for more than 30 days.
- For first-time requests:
 - Email ENService@ssa.gov requesting assistance obtaining a BPQY for a request that is older than 30 days and they will provide instructions on obtaining access to the appropriate Government Services Online (GSO) mailbox and the BPQY Issue Tracker.
 - Do not send any Personally Identifiable Information (PII) via email.
- Once you have access to the GSO mailbox:
 - Complete the BPQY Issue Tracker.
 - Submit the completed BPQY Issue Tracker through GSO.
- Our Operations team will follow up with SSA on your behalf.
- Requests must be for Ticketholders assigned to your EN and submitted to the correct servicing SSA field office.



Suitability Process Recap

Ana Morales, Ticket Program Manager



Employment Network Contractor Suitability Submission Process Updates

- **Fingerprint completion** is now required **prior** to the submission of the Applicant Listing, OF306, and work authorization (if applicable) documents to start the initiation process.
 - [EN Personnel Fingerprint Instructions](#)
 - If you are submitting an applicant that previously worked under your Employment Network, another Employment Network, another SSA contract, or is a former SSA employee, you can email your POC or the Suitability mailbox beforehand to see if fingerprints are required.
- An updated [Electronic Application Applicant Listing](#) includes a column to add the fingerprint completion date.

Employment Network Contractor Suitability Submission Process Updates

- The EN Contractor Point of Contact (CPOC), normally Suitability POC or Signatory Authority, submits package to start the process to SecRes.PerSec.Contractor.Vetting@ssa.gov and ENService@ssa.gov via a password protected email with compressed attachments.
- The eApp invitation email will be sent from the SSA Contractor Suitability System (CSS), dchr.ope.css@ssa.gov mailbox. This mailbox is not monitored.
- Applicants are required to submit the application within **5 days** after initiation. Typically, applicants should receive the invite in their personal email the day after the CPOC submits the suitability package.

Contact Information

- PerSec: SecRes.PerSec.Contractor.Vetting@ssa.gov and your PerSec POC – Questions on SSA's suitability process, the NBIS system, DCSA investigation process, and name discrepancies between identification documents and SSA's records.
- Points of Contact - Award numbers are set up: SS00-XX-EXXXX.
- The POC is assigned based on the two middle digits.
 - For ENs with the middle digits from 04-13 (ex: SS00-04-E1165, SS00-13-E0647), POC is Jeanette Price, jeanette.j.price@ssa.gov.
 - For ENs with the middle digits from 14-15 (ex: SS00-14-E1052, SS00-15-E2928), POC is Angela G. Davis, angela.g.davis@ssa.gov.
 - For ENs with the middle digits from 16-26 (ex: SS00-16-E3207, SS00-25-E3339), POC is Courtney Jackson, courtney.jackson@ssa.gov.

Resources

- Suitability Section [Forms | Ticket to Work](#)
 - [SSA EN Security Suitability Guide](#)
 - [Electronic Application Applicant Listing](#)
 - [Declaration for Federal Employment, OF 306](#)
 - [Contractor Personnel Rollover Request Form](#)
 - [EN Personnel Fingerprint Instructions](#)
 - [List of Acceptable Documents for Employment Authorization](#)
 - [Standard Form 85.pdf](#)

Communications and Outreach Update

Jayme Pendergraft, Ticket Program Manager



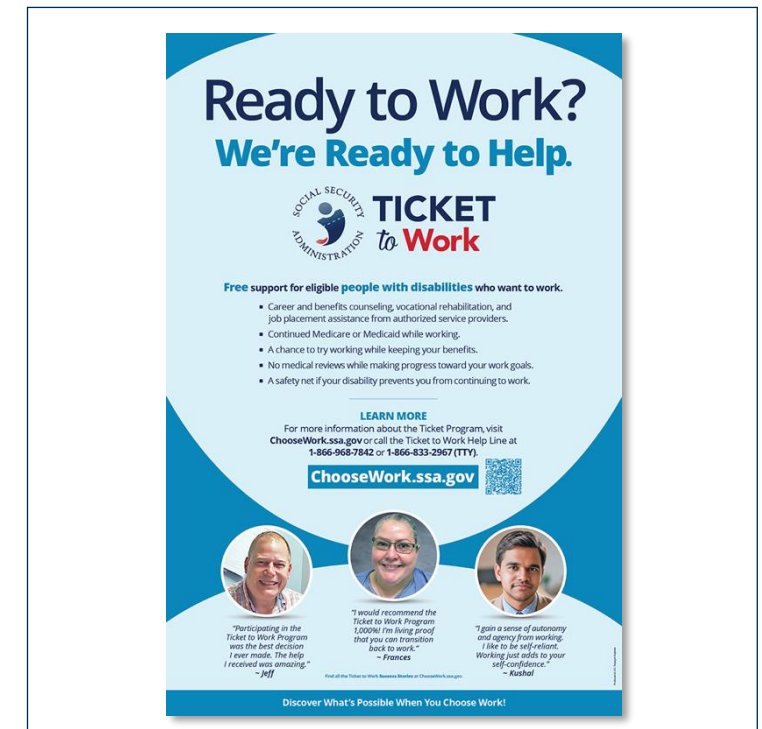
Marketing Materials: Share the Flyers

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!
 - **September 23: Debunking the 3 Biggest Myths About Disability Benefits and Work**
- 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.



Stay in Touch

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



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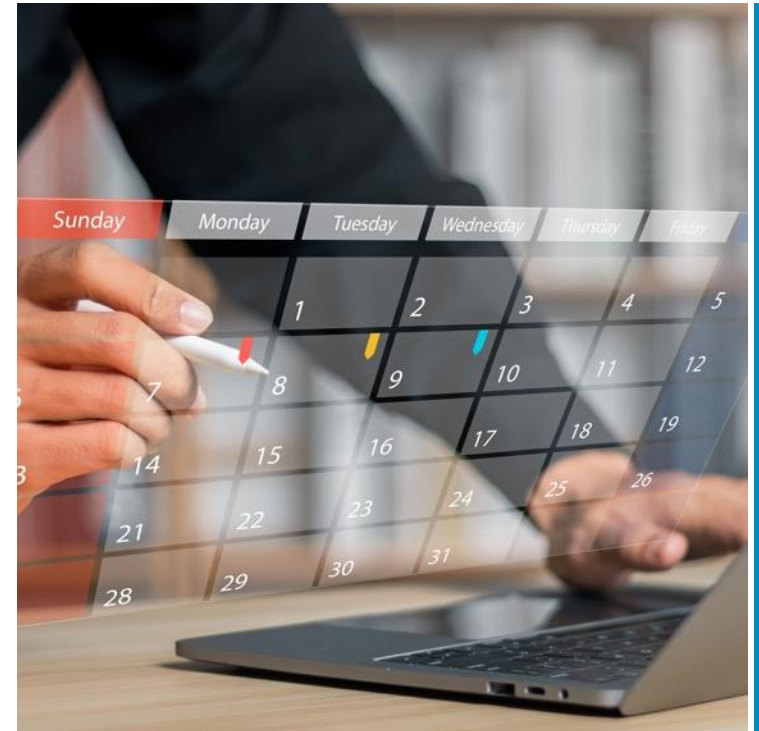
Questions

Upcoming Events

September 23, WISE Webinar: Debunking the 3 Biggest Myths About Disability Benefits and Ticket to Work

[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:

December 8, 2026 at 1 p.m. ET

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

Thank you for joining today's call!

