



QUARTERLY ALL EN CALL RECAP SEPTEMBER 15, 2026

Welcome

Derek Shields, Ticket Program Manager

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:

- 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, SSA

Rachel Vincent provided a detailed walkthrough of the new online conversational forms SSA-821 and SSA-820, demonstrating their features and answering questions from participants.

Form Functionality Overview: Rachel explained that the new conversational forms are designed to be more user-friendly than the static PDF versions, allowing users to skip irrelevant sections based on their answers and providing estimated completion times. The forms are accessible through the *my SSA* account and support electronic submission and document uploads.

Reporting Work and Income: Rachel demonstrated how beneficiaries can report employment details, including employer information, job title, hours worked, and pay rate. The forms allow users to explain discrepancies in reported earnings, such as pensions or fraudulent activity, and to add pay stub information directly.



Self-Employment Reporting: The SSA-820 form for self-employment was shown, with features that allow users to add business details, estimate earnings, and upload tax documents. Rachel clarified that gig work, such as DoorDash and Uber, is now explicitly included in the form.

Questions and Answers on Form Usage: Rachel addressed participant questions about who can complete the forms, best practices for reporting work, and technical limitations such as the need for an EIN to link employers. She clarified that only beneficiaries/representative payees can complete the forms online, and Benefits Counselors can assist via screen sharing if the beneficiary consents.

Document Upload and Submission: Rachel showed how users can upload pay stubs, impairment-related work expense proofs, and other documents directly through the form, which are then routed electronically to the servicing Field Office. The system provides a confirmation receipt and maintains a history of submissions.

Questions & Answers Session 1

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

Social Security Updates

Erinn Weidman, Employment Support (SSA)

Erinn shared updates on the upcoming employment verification process and provided a refresher on the BPQY assistance process, emphasizing deadlines and procedures for ENs to follow when requesting BPQY support.

Tri-Annual Employment Verification

Erinn announced that the third and final employment verification for the calendar year 2026 will begin on October 5, with a deadline of October 16. ENs must complete verification to maintain portal access, and further instructions will be sent via GovDelivery messages.

Assistance for BPQY Request Older Than 30 Days

Erinn outlined the process for requesting assistance with BPQY requests pending over 30 days. ENs should email ENService@ssa.gov without PII to request assistance. ENs will then receive instructions for accessing the GSO mailbox and the BPQY Issue Tracker to complete and submit via GSO. Operations will follow up with the Field Office and the BPQY will still be provided by the Field Office.



She clarified that BPQY assistance requests must be for Ticketholders served by the EN, and the original request must be submitted to the correct servicing SSA Field Office. If a BPQY is not received after 30 days of submitting an assistance request, ENs can resubmit the BPQY Issue Tracker with updated information.

Erinn advised that ENs experiencing errors in BPQY reports should contact ENService@ssa.gov without including PII, and SSA will follow up securely to resolve the issue.

Suitability Process Recap

Ana Morales, Ticket Program Manager

Ana provided a comprehensive recap of the updated suitability process, including new fingerprinting requirements, submission steps, and available resources, and answered questions from participants.

Fingerprinting Requirement Update: Ana explained that fingerprinting is now the first step in the suitability process, to be completed before submitting the application. This change aims to reduce delays caused by incomplete fingerprinting.

Submission Process and Forms: Ana described the updated instructions for fingerprinting, the new eAPP Applicant Listing form with fingerprint date fields, and the requirement to submit the package to the Suitability Office with password-protected, compressed attachments.

Point of Contact and Support: She also provided information on direct points of contact for ENs based on award numbers, including Janette Price, Angela Davis, and Courtney Jackson, who can assist with process questions and applicant status checks.

Resource Availability: Ana highlighted that all updated resources, including the Suitability Guide and forms, are available on the Your Ticket to Work website, and advised ENs to always use the latest versions from the site.

Ana also responded to participant questions about suitability updates and status checks, recommending direct contact with the appropriate direct point of contact for unresolved background screening or fingerprinting issues.



Communications and Outreach Update

Jayme Pendergraft, Ticket Program Manager

Jayme presented new outreach resources including a promotional flyer, discussed its usage and customization, and promoted upcoming WISE webinars and social media engagement, responding to questions from participants.

Promotional Flyer Availability: Jayme introduced a new Ticket to Work promotional flyer available in poster and standard formats, designed to help providers share consistent information. ENs are encouraged to display the flyer in offices and community spaces. Jayme confirmed that ENs can add their contact information to the flyer as long as it does not cover text or the QR code.

WISE Webinar Promotion: Jayme reminded participants about the monthly WISE webinars, including the upcoming session on September 23, "Debunking Myths about Disability Benefits and Work," and encouraged ENs to promote these webinars to clients.

Social Media Engagement: Jayme encouraged ENs to follow and share content from Choose Work's Facebook and X accounts, and to submit blog ideas or feedback via email to ttwsocialmedia@ssa.gov.

Questions & Answers Session 2

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

Questions not answered during the call or follow-up tasks:

1. Review and clarify whether the mailed SSA-821 notice includes instructions for completing the form electronically and share findings in the meeting recap or chat.

Answer: No, the current electronic submission channels were not available when we last renewed the forms via the Office of Management and Budget, and therefore, the instructions aren't on the paper form. However, SSA technicians can request forms via email, text, or both for electronic submission.

2. Could this functionality be integrated into the EN Ticket Portal to help beneficiaries navigate this process? Many Ticketholders are not comfortable with technology, and a built-in solution could make the process much easier and more accessible.

Answer: The beneficiary or representative payee can only submit the form electronically via MySSA. The Ticket Portal is designed to be used by ENs for administrative transactions between ENs and SSA rather than transactions between the Ticketholder



and SSA. It is the Ticketholder's responsibility to complete the SSA-821. Consequently, the SSA-821 will not be integrated into the Ticket Portal.

3. Since we should not direct beneficiaries to complete this without being requested from SSA, when beneficiaries receive a notice in the mail to complete the form, does the request state they can complete and submit electronically?

No, the request does not currently state that they can complete and submit the form electronically. However, SSA technicians can request forms via email, text, or both for electronic submission.

4. SSA/TPM will develop a new Ticket to Work flyer with more room for customization to allow ENs to add their own components (e.g., contact information, social media handles).

Upcoming Events

Derek announced upcoming events:

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

The date for the next All EN Call is to be determined. Please send topic suggestions for All EN Calls to: ENOperations@ssa.gov.