

TICKET CONNECTION



News and Resources for Ticket to Work Service Providers

SUMMER
2025

HIGHLIGHTS



Training News

Social Security (SSA) recently launched a new, modernized Service Provider Foundations training course. The course consists of 12 modules in the Bridge Learning Management System (LMS) that include updated content and incorporate e-Learning best practices. Employment Networks (EN) can view the new learner pathways, mandatory for Program, Payments, Ticketholder, and Suitability contacts and Ticket Portal users at: [Service Provider Foundations Training Learner Pathways | Ticket to Work](#). The Learner Pathways graphics help LMS users understand which modules, learning assessments, and tasks they must complete based on their designated role.

The modules are also available to service providers and the general public on the Your Ticket to Work website at [Service Provider Foundations Learning Modules | Ticket to Work](#).

Please contact ENOperations@ssa.gov regarding training-related questions.

Contacting the Ticket Program

Social Security and the Ticket Program Manager (TPM) provide numerous ways for service providers to communicate with us. Please refer to the list below and update your email contacts to ensure your inquiries are sent to the correct addresses. Also, be sure to download the new [“Contact Us” resource](#), created to make it easier to get in touch with the appropriate TPM and SSA teams.

TICKET PROGRAM EMAIL ADDRESSES

EN Training, Partnership Plus Collaboration: ENOperations@ssa.gov

Potential ENs, EN Recruitment: ENRecruitment@ssa.gov

EN payment inquiries: ENPaymentsHelpDesk@ssa.gov

Services and Supports Reviews, GSO inquiries, PII reports: TTWProgramIntegrity@ssa.gov

Annual Performance Outcome Report (APOR) inquiries: ENAPOR@ssa.gov

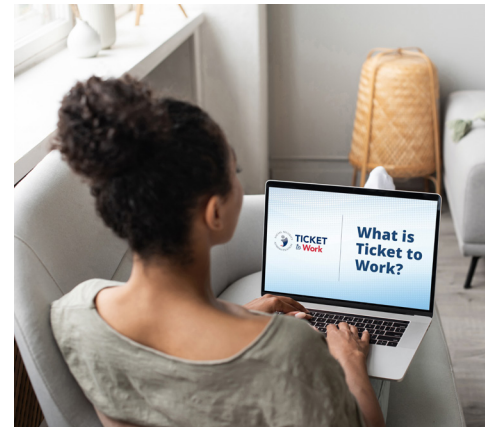
Timely Progress Review (TPR) inquiries: TPRHelpdesk@ssa.gov

Success stories: TTWStories@ssa.gov

Work Incentive Seminar Event (WISE) inquiries: TTWwebinars@ssa.gov

Blog posts, videos, and social media suggestions: TTWsocialmedia@ssa.gov

Ticket Program Videos! Share Today!



Social Security created 10 short informational videos that ENs can use in social media, web pages, and emails! Share these videos with your audience to help them learn about the Ticket Program and other Work Incentives. The videos explore a variety of topics, including “What is Ticket to Work?”, “The Trial Work Period”, “FAQs about Working While You Receive Disability Benefits”, and others.

Check out the videos now on our [website](#) and on our [YouTube channel](#)!

Watch on Website

Watch on YouTube

Please contact TTWsocialmedia@ssa.gov if you have any questions about the videos or how to share them.

EN Opportunity Recruitment Calls: Positioning for Success with Ticket to Work

If you know of organizations that would like to expand services, increase unrestricted funding and help individuals with disabilities move toward self-supporting employment, please let them know that TPM now hosts monthly sessions for organizations interested in becoming an EN. Participants can learn about the Ticket Program, the benefits of becoming an EN, requirements for joining the program as an EN, and EN performance expectations.

You can also share the [Become an Employment Network](#) fact sheet as another helpful resource!

Upcoming Sessions

EN Opportunity - Positioning for Success with Ticket to Work

Tuesday, August 12, 2025, 1–2 p.m. ET

Tuesday, September 9, 2025, 1–2 p.m. ET

To register, please email:
ENRecruitment@ssa.gov.



SERVICES



Ticketholder Overpayments

ENs can play a key role in helping Ticketholders anticipate overpayments and manage them should they occur. This [Preventing and Managing Overpayments](#) fact sheet explains what it means to be overpaid by Social Security, and what to do to prevent or handle an overpayment.

ENs also should learn about Social Security's new [Payroll Information Exchange \(PIE\)](#), an automated method of collecting wage and employment information directly from employers to improve payment processing and prevent improper payments.

PIE is designed to:

- Reduce the burden of Ticketholders to manually report wages.
- Protect Ticketholders from certain penalties for errors in reporting.
- Reduce the risk of overpayments through regular and accurate payroll data submission.
- Increase timely benefits determinations and adjustments, to avoid sudden benefit suspensions and financial hardship.
- Increase focus on employment and achieving goals instead of paperwork and wage reporting concerns.

To assist Ticketholders, ENs can:

- Inform and support Ticketholders about how to ensure their wage information is received monthly by Social Security.
- Support Ticketholders to authorize Social Security to receive their employment information through PIE by contacting their local Social Security field office or by completing the [SSA-8240 form](#).
- Tell Ticketholders about when (specifically) to expect their benefits to end and what notifications to expect.
- Advise Ticketholders, "If you think you have been overpaid, don't spend the extra money! Social Security will send you a notice explaining the overpayment with a request for you to repay the amount within 30 days of the notice."
- Recommend ways that Ticketholders can request their benefits be suspended, such as contacting their local Social Security field office to say, "I'm requesting that my benefits be suspended to avoid an overpayment per rules in [POMS DI 13010.160C](#)," or complete an [SSA Form 795](#).

Get New Resources for Working with Ticketholders

The EN Essentials event on May 21, "[Ask Program Integrity — Creating Quality Individual Work Plans](#)", covered how to work with Ticketholders to create successful Individual Work Plans (IWP) that identify clear and measurable goals and meet Ticket Program requirements. TPM Program Integrity staff provided many related tips, focusing on the most common issues they see when conducting IWP reviews. We shared several resources including the new training modules:

- [The Ticketholder Intake Process](#)
- [Preparing the Individual Work Plan \(IWP\) – Overview](#)
- [Services and Supports Review](#)

Build Partnerships with Employers



The EN Essentials event on April 9, “[Building Successful Employer Partnerships](#)” offered key perspectives, resources, and tips for building direct relationships with employers to place Ticketholders into jobs and careers. Learn how ENs can partner with DirectEmployers, a nonprofit association formed by Fortune 500 companies searching for

ways to reduce employee recruiting costs. During the training a representative from DirectEmployers, a member employer, and an EN discuss how they work together, the benefits of their collaboration, and ways to get involved.

STAY IN TOUCH



Report EN and Administrative EN (AEN) Contact Changes

If your EN has changes in key staff (i.e., Program, Payments, Ticketholder, and Suitability contacts) or Ticket Portal users, services, locations, or contact information, you must inform SSA within 24 hours.

AENs must also update and report changes for all provider affiliates to ensure accurate locations, phone numbers and email addresses are available to SSA and Ticketholders seeking services. The [TPA Change Form](#) includes Section Seven: Administrative EN Affiliates, which allows AENs to add, update, or remove provider affiliates. When adding or removing a provider affiliate, AENs must also update and report changes to key staff in Section Four: EN Staff Information.

ENs and AENs should use the most current [TPA Change Form \(Rev 1.6 01-2025\)](#) to report changes that will allow SSA to update the Ticket Program Find Help tool and all contact lists. Submit the form to ENService@ssa.gov.

Request SSA Approval for a Home Office

EN staff who wish to establish an alternate workstation must submit a [Request for Use of Home Office](#) form to ENService@ssa.gov. The EN must receive approval from Social Security before staff may conduct business at the requested location. Additionally, Social Security requires, as part of the annual EN Services and Supports Review, that ENs complete a [Work from Home \(WFH\) Request Addendum](#) to certify that all staff listed on the addendum have a previously approved Work from Home Request Form and attest that the information included is still accurate.



CONNECT

Join Our Email List

GovDelivery email messages are Social Security's primary method for communicating with Ticket Program service providers about important updates, requirements, events, and resources. To receive messages about the Ticket Program from Social Security, please contact ENService@ssa.gov for EN updates and VR.Helpdesk@ssa.gov for State Vocational Rehabilitation (VR) agency updates.

Receive Ticket Program Texts

Opt-in to receive the text messages that are sent to the Ticket Program's public text messaging list. Text **TICKET** to 1-571-489-5292.

Follow Us

Follow Ticket to Work social media to keep up with latest Ticket Program and disability employment news! If you're looking for social media content, remember to like and share our posts!

- [Become a fan on Facebook](#)
- [Follow us on X](#)
- [Find us on YouTube](#)
- [Find us on LinkedIn](#)

Mailing Address

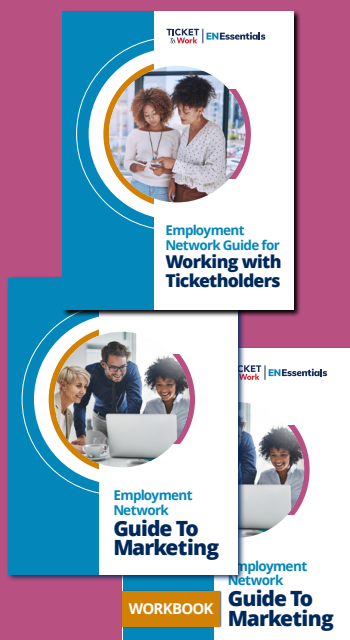
Ticket to Work Program
P.O. Box 1433
Alexandria, VA 22313

“Participating in the Ticket to Work Program was the best decision I ever made. **The help I received was amazing.** I didn't know I could do the work I'm doing. **Step by step, they helped me create a new pathway back to the workforce and I'm in a better place in my life.**”



JEFF
[Ticket to Work Success Story](#)

HAVE YOU DOWNLOADED THESE RESOURCES?

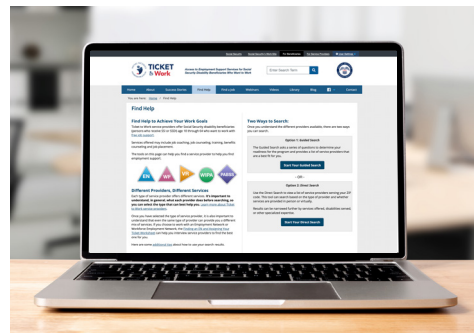


MARKETING



Use the Find Help Tool to Boost Your EN Marketing

Your marketing statement on the Find Help tool is a terrific opportunity to grab the attention of a Ticketholder searching for services. To submit a marketing statement for your EN listing on the Find Help tool, send an email to ENService@ssa.gov with a description (250 characters or less) about what your EN offers, what sets it apart from other ENs, and how it could benefit potential Ticketholders.



Please note that Social Security must approve and may edit your marketing statement before publishing. Be sure to periodically review your contact information, locations, and service offerings to ensure your information is current and refreshed!

Share Inspiring Stories About Ticketholder Success!

Have you read the latest [success stories](#)? You can promote Ticket Program success stories through your website, newsletters, email distribution lists, social media, or blogs.

We're always looking for new stories about Ticketholders who have achieved a better future with help from a provider like you. If you have a client who has increased their earning potential and eliminated their reliance on SSDI and/or SSI benefits, please send your story idea to TTWStories@ssa.gov. Please send leads, not fully developed stories and remember not to include PII. We will develop the story if the lead passes vetting and is accepted by SSA.

Upcoming National All Call Schedule

Be sure to put these events and dates on your calendar.

August

August 5, 1–2 p.m. ET: All EN Payments Call

August 27, 3–4:30 p.m. ET: [WISE Webinar](#)

September

September 16, 1–2 p.m. ET: All EN Call

September 17, 3–4:30 p.m. ET: [WISE Webinar](#)

See the complete [events calendar](#).

