

TICKET CONNECTION



News and Resources for Ticket to Work Service Providers

WINTER
2026

HIGHLIGHTS



It's Time for the APOR and Security Awareness

The collection period for the 2026 Annual Performance Outcome Report (APOR) and Security Awareness certification will begin on **Monday, January 26, 2026**, and close on **Monday, February 23, 2026**.

To help ENs prepare, the Ticket Program Manager will host an EN Essentials learning event on Wednesday, January 21, 2026. This session will review the processes for completing the APOR and Security Awareness certification. You will receive an announcement soon with additional information and detailed instructions for participating.

APOR

The APOR collects important information about your EN's performance and outcomes in serving Ticketholders. All ENs, except those with award dates in 2025 or 2026, are required to complete the APOR as part of their Ticket Program Agreement with Social Security. You will receive additional information and instructions about completing the APOR prior to the start of the collection period.

To ensure that your EN receives the 2026 APOR, make sure your EN's main points of contact are up to date. If you need to make updates, submit a [Ticket Program Agreement \(TPA\) Change Form](#) to ENService@ssa.gov.

For APOR-related questions, please contact ENAPOR@ssa.gov with the subject line "APOR Assistance" and include your PID number.

Security Awareness Certification

The Security Awareness Certification ensures that all EN staff understand and acknowledge their responsibilities for protecting sensitive information and maintaining data security. To complete the Security Awareness Certification, all EN staff must review and sign a copy of the [SSA-222 Security Awareness Form](#) between January 26, 2026 and February 23, 2026, and retain a copy of all signed forms at your EN

location. The Signatory Authority or Suitability Contact must also complete the [Security Awareness Addendum](#) that lists all staff who have completed the SSA-222. The Addendum must be submitted via email to TTW222@ssa.gov during the collection period. If you are a one-person EN, you may submit a signed copy of the SSA-222 instead of the Addendum. **SSA-222 Forms or Addendums with any employee signature date before January 26, 2026, will not be accepted.** You will receive additional information and instructions about completing the Security Awareness certification prior to the start of the collection period.

IMPORTANT NOTE: Completing the annual Security Awareness certification also satisfies your first of three employment verification requirements for the 2026 calendar year. The Addendum lists all staff of your EN and allows SSA to verify their employment; therefore, the Program Contact will NOT be required to affirm staff employment via a SurveyMonkey link.

For questions about the Security Awareness certification, email TTW222@ssa.gov and include your PID number in the subject line.



Collaborate for Success

When ENs were asked on the 2024 Annual Performance Outcome Report (APOR) about what marketing strategy was most effective, the top response was “partnerships and collaboration with other organizations.”

In response, the EN Essentials event, [Collaboration Plus: Connecting the Dots to Provide a Continuum of Services](#), showcased partnerships and collaboration involving State VR agencies and ENs, featuring how key relationships, braided funding, and benefits planning connect and contribute to ongoing employment success for Ticketholders. We thank Jennifer Radick, Vocational Rehabilitation Specialist, Pennsylvania Office of Vocational Rehabilitation (OVR); Karen Price, Program Manager, AHEDD; Teresa Rodriguez, Bureau Chief, Illinois Division of Rehabilitation Services; and Hannah Schoenberg, Ticket to Work Manager, RAMP Employment Services for sharing their thoughts and strategies for this event.

- Fact Sheet Resource: [Working with an EN after VR Services Have Ended](#)
- Additionally, the [Employment Network Guide to Marketing](#) has a section dedicated to the topic of “Partnership and Collaboration.” Find helpful tips for collaborating successfully with the right partners to expand funding, service options, and employment opportunities for your clients.

Do you have feedback, recommendations and/or ideas for new EN resources or EN Essentials Training Sessions? Contact the EN Development and Training Department via email: ENOperations@ssa.gov.

Mark your calendar to attend the next EN Essentials events on January 21 and April 15 at 1 p.m. ET.

TICKET to Work | **EN Essentials**

Ticket to Work Evaluation

Social Security is evaluating the Ticket to Work Program to help understand best practices and identify potential improvements. On behalf of SSA, Mathematica will be surveying Employment Networks and State VR agencies, and interviewing Ticketholders as part of the evaluation. Mathematica will email a survey link to the Program Contact at each EN and SSA Coordinator at each State VR agency (\$40 check for completion) and contact Ticketholders by mail and phone inviting them to be interviewed (\$40 gift card for completion). ENs and VRs are encouraged to complete the survey and encourage Ticketholders to participate in the interviews, if contacted. Please contact Eleanor.Stinnett@ssa.gov and Seth.Hartig@ssa.gov with questions.



SERVICES

Be Ready for a Successful Services and Supports Review

It's the responsibility of TPM's Program Integrity (PI) office to conduct annual Services and Supports Reviews on behalf of Social Security. PI will request and review specific EN documentation to confirm that an EN is actively working with Ticketholders, complying with all Individual Work Plan (IWP) requirements, providing the services and supports agreed upon in signed IWPs and any IWP amendments, and communicating with Ticketholders per TPA requirements.

Checklist for Services and Supports Success

- ☒ Start with a well-written and detailed IWP.
- ☒ Ensure all staff completing IWPs and involved with Services and Supports Reviews are suitable.
- ☒ Provide the Ticketholder with the agreed upon services and supports.
- ☒ Amend the IWP when needed and store amendments with the original IWP.
- ☒ Document detailed case notes for each Ticketholder: communications, contact attempt dates, and services provided.
- ☒ Maintain, properly file, and be able to access documentation for all assigned Ticketholders and the past three years for unassigned Ticketholders.
- ☒ Regularly review Ticket assignment lists and unassign Ticketholders you are not actively working with or with whom you've lost contact.
- ☒ Review Ticketholder files regularly to determine adjustments needed for the IWP, goals, or services.
- ☒ Identify the staff who will gather the required documents and, if multiple staff, who will submit the documents.

Contact TTWProgramIntegrity@ssa.gov if you have questions.

Expand Your EN's Impact with CPWIC Training and Certification

Social Security encourages EN staff to participate in FREE initial training and obtain certification as a Community Partner Work Incentives Counselor (CPWIC) through Virginia Commonwealth University. This certification enables ENs to provide benefits counseling services to Ticketholders.

For more information about the CPWIC certification and initial training, please visit [CWIC and Community Partner Initial Training](#) and watch for regular announcements about upcoming training dates and registration deadlines.

NOTE: Before registering for the initial training, community partners must first complete the Introductory Web Course: [Introduction to Social Security Disability Benefits, Work Incentives, and Employment Support Programs](#).

REMINDERS



New Email Address for SSA Suitability Office

Please note that the SSA Suitability Office has a new email address: SecRes.PerSec.Contractor.Vetting@ssa.gov. Please remember to compress all files sent to the Suitability Office email address. If you have any questions or concerns, please contact ENService@ssa.gov or VR.Helpdesk@ssa.gov.

Suitability and New Staff: Keep EN Service Informed

For staff seeking suitability, the EN Service department depends on you to submit information timely and accurately for all new personnel. Help us help you!

- Always copy ENService@ssa.gov on emails sent to the Office of Suitability.
- When the Office of Suitability receives an eAPP application for a new employee, your Signatory Authority or Program Contact must send the following to ENService@ssa.gov:
 - A [TPA Change Form](#)
 - An [SSA-222](#) Security Awareness form or [Addendum](#)
- Put your PID and EN Name in the subject line of ALL emails to ENService@ssa.gov.

Remember: New employees will be added to your EN TPA only after the EN Service team receives and processes the TPA Change Form and SSA-222 Security Awareness Form.

Wage Reporting: Assist Ticketholders with PIE

Learn about Social Security's new [Payroll Information Exchange](#) (PIE). PIE is an automated method of collecting wage and employment information directly from employers' payroll providers to improve payment processing, prevent improper payments, and reduce the burden of Ticketholders to manually report wages.

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](#).

Find more information here:

[Quarterly All EN Call Recap - June 2025](#)

[Quarterly All VR Call Recap - July 2025](#)

Contacting TPM and SSA

Download the [Contact Us](#) resource, created to make it easier to get in touch with the appropriate TPM and SSA teams.

Note that the email address for the Ticket to Work Help Line is TicketToWork@ssa.gov. Individuals can contact the Ticket to Work Help Line by phone at 1-866-968-7842 or 1-866-833-2967 (TTY), Monday - Friday, 8 a.m. - 8 p.m. ET.

Be sure to check out the list of **upcoming events** on page 5!



MARKETING



WISE On Demand: Check Out the 2025 WISE Webinars

We saw **record breaking attendance** in 2025 for our Work Incentive Seminar Event (WISE) webinars with a total of **23,080 registrants** and **8,811 attendees!**

Access these popular webinars through [WISE On Demand](#) to learn more and help Ticketholders discover the facts when considering work. Our free, monthly WISE webinars are generally held on the 4th Wednesday of each month and provide information about the Ticket to Work Program and other Social Security Work Incentives. You can [register here for the next WISE webinar](#).

Another Ticketholder Success Story!

new success story

"I would recommend the Ticket to Work Program 1,000%! I'm living proof that you can transition back to work."

FRANCES

Have you read the latest [success story about Frances](#)? Frances enjoyed a fulfilling career as a nurse until a stroke made continuing her work challenging. After completing rehabilitation, she was determined to resume full-time employment but had concerns about meeting the physical demands of the role. With support from the Ticket to Work Program and The Choice Group, she regained independence and successfully reentered the medical field she loves. Today, she continues to make

a meaningful impact and is appreciated by both her patients and colleagues.

Promote the Ticket to Work Program and stories about Ticketholder success through your website, newsletters, email distribution lists, social media, or blogs.

Add Ticket Program Videos to Your Service Provider Toolbox

Social Security created 10 short informational videos that ENs can use in social media, web pages, and emails! One of them, [FAQs about Working While You Receive Disability Benefits](#), is ideal for sharing with Ticketholders who have questions about working. **Check it out along with all the videos** on our [website](#) and [YouTube channel](#)! Share these videos with your audience to help them learn about the Ticket Program and other Work Incentives.

Watch on Website

Watch on YouTube

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

New Ticket to Work Video and Poster!

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

TICKET to Work

Free support for eligible people with disabilities who want to work.

- Career and benefits counseling, vocational rehabilitation, and job placement assistance from authorized service providers.
- Continued Medicare or Medicaid while working.
- A chance to try working while keeping your benefits.
- No medical reviews while making progress toward your work goals.
- A safety net if your disability prevents you from continuing to work.

LEARN MORE
For more information about the Ticket Program, visit [ChooseWork.ssa.gov](#) or call the Ticket to Work Help Line at 1-866-968-7842 or 1-866-833-2967 (TTY).

[ChooseWork.ssa.gov](#)

Discover What's Possible When You Choose Work!

TPM just released a new Ticket to Work promotional video and poster! These fresh, eye-catching materials highlight how the Ticket Program helps people take the next step toward employment. Social Security field offices across the nation will feature them, and service providers can download, share, and use them to promote the program in your communities.

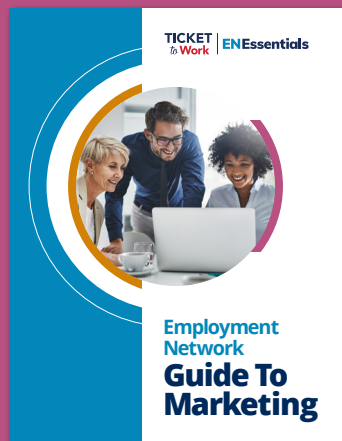
Access the video and poster today in our [service provider outreach toolkit](#).

Disability:IN Outreach Planning Calendar

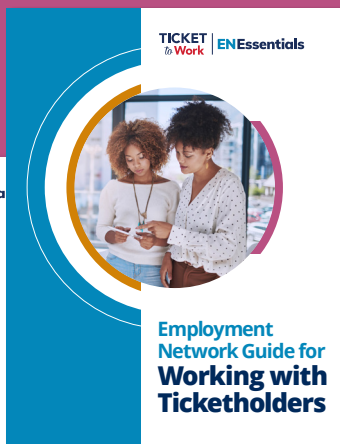
Are you planning outreach, social media, or other marketing efforts this coming year? Download this helpful [2026 Calendar of Disability Related Dates](#) developed by [Disability:IN](#) to discover the many disability-related occasions, holidays, and awareness dates occurring in 2026.



HAVE YOU DOWNLOADED THESE RESOURCES?



WORKBOOK



CLICK THIS AD
FOR ACCESS!

CALENDAR



Upcoming Event Schedule

Be sure to put these [events and dates](#) on your calendar.

January

January 13, 1– 2 p.m. ET: All VR Call

January 21, 1 – 2:30 p.m. ET: EN Essentials (APOR and SSA 222 Security Awareness)

January 28, 3 – 4:30 p.m. ET: WISE Webinar

February

February 3, 1– 2 p.m. ET: All EN Payments Call

February 25, 3 – 4:30 p.m. ET: WISE Webinar

March

March 17, 1 – 2:30 p.m. ET: All EN Call

March 25, 3 – 4:30 p.m. ET: WISE Webinar

CONNECT

Join Our Email List

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.

Ticket to Work Help Line

Contact the Ticket to Work Help Line by email at TicketToWork@ssa.gov or by phone at 1-866-968-7842 or 1-866-833-2967 (TTY), Monday - Friday, 8 a.m. - 8 p.m. ET.

Contacting TPM and SSA

Download the [Contact Us](#) resource, created to make it easier to get in touch with the appropriate TPM and SSA teams.

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

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