

Question: The Internal Revenue Service (IRS) law says that self-employed individuals do not have to file taxes if they make less than \$14,000 for the year. Why does a self-employed Ticketholder have to file their income taxes for the year for an EN to be eligible for payment?

Answer: Social Security must verify that the individual did pay their taxes and that they reached TWL or SGA level income for the month(s) being claimed for payment. A self-employed Ticketholder may take deductions that will lower their countable income, which may not reach TWL or SGA.

Question: Is a certified letter from a self-employed Ticketholder indicating their monthly income, expenses, and net income acceptable to submit as evidence of earnings for a payment request?

Answer: No. The Ticket to Work Program is a taxpayer-funded program and EN payments come from the trust funds. Per the Ticket Program policy, Social Security must verify that EN payments being distributed to ENs are for beneficiaries that have filed a tax return to contribute back into the trust fund.

Question: Will Workforce ENs continue to receive EN payments via ePay if beneficiaries are not physically taking their pay stubs to the Social Security Field Offices?

Answer: To clarify the GovDelivery message regarding ENs no longer sending or taking beneficiary pay stubs to Social Security Field Offices, it is not necessary for an EN to send or take pay stubs to the Field Offices on behalf of the Ticketholder. Beneficiaries are expected to report their income to Social Security. Also, if their pay stubs are sent to the EN, the EN is submitting them to Social Security when they request payment in the Ticket Portal. For Workforce ENs that receive EN payments through ePay and don't request payments in the Ticket Portal or submit pay stubs, Social Security strongly prefer that you encourage Ticketholders to report wages using the preferred methods below. The method used depends on the type of benefit the Ticketholder receives.

Preferred methods of reporting wages include:

- **A my SSA account (SSI and SSDI)**
- The Mobile Wage Reporting smartphone app (SSI only)
- The automated toll-free SSI Telephone Wage Reporting Service (SSI only)
 - By calling 1-800-772-1213 or 1-800-325-0778 (TTY) from 8:00 a.m. to 7:00 p.m. local time

Question: How do I sign up with DirectEmployers Association?

Answer: Go to the DirectEmployers Associations – Diversity Partners page at this link <https://directemployers.org/diversity-partners/>. Once on that page, click the link “Let’s Talk”, which will take you to next page to choose the option under “Let’s Chat”. From there, you will fill out a form to identify your interest and provide your contact information. The DirectEmployers Association will contact you to schedule a demonstration.

Question: What is Title 2 (II) and Title 16 (XVI)?

Answer: Title II is Social Security Disability Insurance Program (SSDI). SSDI provides benefits to disabled or blind persons who are “insured” by workers’ contributions to the Social Security trust fund. These contributions are based on your earnings (or those of a spouse or parents) as required by the Federal Insurance Contributions Act (FICA). Recipient’s dependents may also be eligible for benefits from your earnings record.

Title XVI is Supplemental Security Income Program (SSI). The SSI program makes cash assistance payments to aged, blind and disabled persons (including children) who have limited income and resources. The Federal Government funds SSI from general tax revenues. Many states pay a supplemental benefit to people in addition to their federal benefits. Some of these states have made arrangements with Social Security to combine their supplemental payment with our Federal SSI payment into one monthly check to you. Other states manage their own programs and make their payments separately.

Question: Will the upcoming announcement regarding IWP signatures include ENs making sure signatures are legible, including printing your name?

Answer: Many IWP signatures are illegible and Social Security suggests that the EN staff print and sign their name on the IWPs. The upcoming GovDelivery message about IWP signatures will clarify the types of signatures Social Security will accept from Ticketholders.

Question: Ticketholders are reporting that when they sign up for a *my*Social Security (*my*SSA) Account, they cannot upload pay stubs (report income) until the employment is recorded by Social Security. Is this true? If so, how can employment be reported outside of the *my*SSA account?

Answer: You can report changes in your work activity by phone, fax, mail or by using a [my Social Security](#) account. Call the toll-free number 1-800-772-1213 or 1-800-325-0778 (TTY) between 8 a.m. and 7 p.m., Monday through Friday, or you may call or write to your local Social Security office. You can find your local office by going to www.ssa.gov/locator.

Question: Where does Social Security get the income information to process ePay claims?

Answer: Social Security receives income information from a variety of different sources, including the Office of Child Support and income reported by the Ticketholder. EN payments are prioritized based on the verified earnings available at the time a payment is requested, or the ePay file is processed.

Question: Where can I send questions or topics that I would like to be discussed on a future All EN Call?

Answers: We encourage you to submit topics for the Quarterly All EN Calls via email to ENOperations@yourtickettowork.ssa.gov.