

Maintaining Regular Contact – Certified Letter Documentation

If an Employment Network (EN) has unsuccessfully attempted contact with a Ticketholder **for three months** in the initial services phase **or two quarters (six months)** in the ongoing support phase, Social Security requires that the EN send a certified letter to the Ticketholder. The letter must include a returned receipt request and the returned receipt should be retained in the file as part of the documentation of the attempted contact. The EN must clearly document the address used, date letter was sent, and if a response was received from the Ticketholder. Please use the language below on your EN’s letterhead, replacing the language contained in brackets [] with the correct information for your EN.

Letter Template Language

[EN Name]

[DUNS]

Date: [Month day, year]

Re: Employment Services and Supports

Dear **[Ms./Mrs./Mr. John/Jane Doe]**,

[EN Name] has been attempting to contact you for several months regarding the employment services and supports you expressed interest in receiving. We outlined your initial employment goals and steps to accomplish these goals in your Individual Work Plan (IWP) that we jointly created on **[insert IWP signature date]**. We would like to assist you in accomplishing these employment goals, but we are unable to do so because we have not been able to contact you.

Please call us as soon as possible at **[insert phone number and TTY number]**. Your response is very important to us.

Respectfully,

[EN Contact Name]

[Title]

[EN Name]

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Note: Please retain a copy of this section for your case notes. Don’t forget to include a copy of the returned receipt request and any other evidence of mailing the certified letter.

Ticketholder’s Name		Sender’s Name	
Address Used		Date Certified Letter Sent	
Returned Receipt Received	Yes No	Date Received, if applicable (DD/MM/YY)	
Summary of Response (if applicable)			