**Request for Use of Home Office**

To process your request to work on the Ticket program from a home office, please provide responses to the following questions to ENService@ssa.gov within five business days. It is imperative that we understand the actions you have taken to protect ticketholders’ personally identifiable information (PII) per Part IV, Section 8.D of your Ticket Program Agreement (TPA).

1. Provide a brief description of the home office, including address, location within the home, safeguards to protect PII, adherence to ADA guidelines, and number of residents.
2. Do you meet ticketholders at the above location or elsewhere?

2a. If elsewhere, where?

2b. If elsewhere, please describe how you protect PII in this location.

1. How do you and the ticketholder complete the IWP?

3a. If you complete IWPs virtually, describe the process and explain how you

 obtain signatures and distribute completed IWPs.

1. Where do you keep ticketholders’ files?

4a. If you maintain hardcopy files:

Are they kept in locked cabinets in a locked room?

Who has access to the cabinets where hardcopy files are kept?

Who has access to the rooms where hardcopy files are kept?

 4b. If you utilize only electronic files:

Is your computer password protected?

Do you use cloud-based storage? If so, please describe the system.

Are the files password protected?

How often do you change your passwords?

Who has access to the computer where the files are kept?

Who has access to the room where the computer is kept?

1. How do you dispose of files?
2. Who has access to discarded files?

Keep in mind that Social Security reserves the right to conduct on-site visits to review ENs’ documentation and in-house procedures for protection of confidential information and adherence to the terms and conditions of the Ticket program.