Addendum to the Supporting Statement for

**The Ticket to Work and Self-Sufficiency Program**

**20 CFR 411**

**OMB No. 0960-0644**

**Revisions to the ICR**

The Social Security Administration (SSA) is making the following changes to this ICR:

* Developed a web-based Portal described below under “Addition to the ICR”

Justification Makes the process more efficient; decreases burden for the ENs; reduces staff-time required to login and process paper forms; reduces printing and mailing costs; improves tracking.

* Changed the forms listed below as described:

*Ticket Assignment*

* SSA-1365 State Agency Ticket Assignment Form (2a)

Changed fax number and in #1; changed the Employment Identification Number (EIN) to Data Universal Numbering System (DUNS); adjusted response time; made “fillable.” (Also available through Portal)

Justification Changed fax number because the program manager has a different fax number. Changed EIN to DUNS because State agencies share EINs but they have unique DUNS numbers. This change allows state agencies to contract with us separately under the Ticket program. We adjusted the response time because we previously counted some of the time in the work plan. We made the form “fillable” so Employment Network (ENs) can fill it out electronically and email it to us for processing.

* SSA-1370 Ticket to Work Individual Work Plan (2a)

Added an introductory statement; changed EIN to DUNS; made

wording changes (1) to emphasize that the plan belongs to the beneficiary, (2) requesting alternate contacts, (3) delineated types of services to ensure the EN will remember to tell us what they are offering the beneficiary in the various categories of employment support, (4) requesting date and duration of employment counseling; made “fillable.” (Also available through Portal)

Justification Issued contract changes requiring adjustments to the Individual Work Plan as described above. The introductory statement we added is an acknowledgement of the commitment the beneficiary is making. The new wording in the document (1) makes it obvious the plan belongs to the beneficiary, (2) there will be a decrease in incidents where the EN loses contact with the beneficiary because there is alternate contact information, and (3) the beneficiary is aware that maintaining contact is a requirement for success. We changed EIN to DUNS because State agencies share EINs but they have unique DUNS numbers. We made the form “fillable” so ENs can fill it out electronically and email it to us.

*EN Payments*

* SSA-1389 EN Services Certification (2fa)

Made it a two-part form; changed EIN to DUNS; made “fillable.” (Also available through Portal)

Justification Issued contract changes requiring adjustments to the EN Services Certification form. We made it a two-part form so the ENs can use it to tell us what additional future services they plan to offer instead of just telling of the past services provided. We changed EIN to DUNS because State agencies share EINs but they have unique DUNS numbers. We made the form “fillable” so ENs can fill it out electronically and email it to us. Because we created a second part to this form, we increased the burden estimate (see #15 of the Supporting Statement).

* SSA-1391 EN Payment Request Form (2f)

Require description of service with Phase 1 through Phase 3 payment requests; changed EIN to DUNS; made “fillable.” (Also available through Portal)

Justification We issued contract changes requiring adjustments to the form to reiterate that we expect the EN to have provided services that assisted the beneficiary in achieving the work milestones. We changed EIN to DUNS because State agencies share EINs but they have unique DUNS numbers. This change allows state agencies to contract with us separately under the Ticket program. We made the form “fillable” so ENs can fill it out electronically and email it to us.

* SSA-1392 EN Payment Status Report Request Form (2f)

Eliminated this form

Justification We eliminated this form because ENs no longer have to request a status report for their payment requests; we now email it upon request or it will be accessible through the Portal

* SSA-1393 EN Supplemental Earnings Statement (2f)

Changed EIN to DUNS; made “fillable.” (Also available through Portal)

Justification Changed EIN to DUNS because State agencies share EINs but they have unique DUNS numbers. This change allows state agencies to contract with us separately under the Ticket program. We made the form “fillable” so ENs can fill it out electronically and email it to us.

* SSA-1396 Earnings Inquiry Request (EIR) Form (2f)

Changed EIN to DUNS; made “fillable.” (Also available through Portal)

Justification Changed EIN to DUNS because State agencies share EINs but they have unique DUNS numbers; this change allows state agencies to contract with us separately under the Ticket program; made the form “fillable” so ENs can fill it out electronically and email it to us.

* SSA-1398 Self-Employment Income (SEI) Form (2f)

Changed EIN to DUNS; made “fillable”

Justification Changed EIN to DUNS because State agencies share EINs but they have unique DUNS numbers; this change allows state agencies to contract with us separately under the Ticket program; made the form “fillable” so ENs can fill it out electronically and email it to us.

* SSA-1399 Auto-Pay Request Form (2f)

Changed EIN to DUNS; made “fillable.” We will eliminate this form in the near future.

Justification Changed EIN to DUNS because State agencies share EINs but they have unique DUNS numbers. This allows state agencies to contract with us separately under the Ticket program; made the forms “fillable” so ENs can fill them out electronically and email them. We will eliminate this form because ENs will not have to sign up for automatic payments in the near future. When we are ready to eliminate this form, we will send a Change Request to OMB to approve the removal of this form from this information collection request.

* SSA-1401 EN Split Payment Form (2c)

Changed EIN to DUNS; made “fillable.” (Also available through Portal)

Justification Changed EIN to DUNS because State agencies share EINs but they have unique DUNS numbers. This allows state agencies to contract with us separately under the Ticket program. We made the form “fillable” so ENs can fill it out electronically and email it to us.

*Progress Reviews*

* SSA-L1377 Service Provider Progress Review Certification Letter (2c)

Made “fillable” (Also available through Portal)

Justification Made the form “fillable” so ENs can fill it out electronically and email it to us.

*Contracts*

* SSA-1394 Employment Network Blanket Purchase Agreement (BPA) Change

Form (2i)

Changed EIN to DUNS; made “fillable”; reorganized and revised certain important information

Justification Changed EIN to DUNS because State agencies share EINs but they have unique DUNS numbers. This allows state agencies to contract with us separately under the Ticket program. We made the form “fillable” so ENs can fill it out electronically and email it to us. We reorganized and revised certain important information to delineate it clearly. We expect this will reduce inquiries.

**Addition to the ICR**

* We are adding a new Interactive Voice Recognition (IVR) telephone service as a new means for ENs to contact MAXIMUS to establish ticket assignability prior to assigning a ticket or using it with a state VR agency. Currently ENs must call MAXIMUS, supply their unique DUNS number, as well as the beneficiary’s name and SSN to a live operator to receive this information. With the implementation of the IVR automated system, the ENs will be able to input their DUNS and the beneficiary’s SSN to obtain this information. In addition, if they do not wish to use the IVR service, they will be able to input the same information to the new Secure Provider Portal explained in more detail below.
* Over the past several months, the SSA’s Program Manager, MAXIMUS, has been working with SSA and the MAXIMUS Web development team to create and deploy the Secure Provider Portal (Portal), which will enable the ENs to view and submit information specific to their organizations. We developed the portal to assure we do not change the normal business processes MAXIMUS follows in managing the Ticket to Work Program. However, the Portal versions of the forms differ in some ways from the paper forms ENs currently submit. The attached screen package presents the EN Portal and highlights the differences between EN Portal submissions and paper submissions.

The Secure Provider Portal is an online tool that will allow service providers to review or submit information specific to their organization. By accessing a secured area of the Website, ENs will be able to access the following reports:

* Ticket Assignment/Unassignment Report



* Ticket Payment Status Report
* Earnings Inquiry Request Report (SSA-1396)
* Timely Progress Review Report

Additionally, ENs will have the ability to submit information to MAXIMUS electronically. The EN Portal will allow them to submit the following forms online:

* Payment Request Form (SSA-1391, SSA-1401)



* Certification of Services
* Earnings Inquiry Request (SSA-1389, SSA-1392, SSA-1396, SSA-1398)
* Individual Work Plan (SSA-1370)
* State Vocational Rehabilitation Agency Ticket Assignment Form (SSA-1365)
* Timely Progress Review Response (SSA-L1377)

ENs will also be able to check Ticket assignability online. By simply entering a beneficiary’s SSN, the EN will obtain information regarding:

* Ticket Assignability
* Current EN/VR Assignment
* Previous EN/VR Assignment
* VR Closure Code (as appropriate)
* Payments Made

ENs will only be able to enter SSNs. ENs will not be able to enter names or any other information. In fact, there will not be any open text fields. In addition, ENs will not be able to upload any attachments. Since allowing ENs to attach and upload documents may cause an exposure of PII, we are not making this functionality available.

To compensate for these limitations, we are providing the necessary information ENs may need to enter in other controls, such as dropdown menus, checkboxes, radio buttons, and date pickers. The result is that the forms ENs will see online look different from the paper versions they currently use.

The ENs will access the Portal through a “Sign In” link located on the upper-right of the screens. The ENs will enter the login credentials we provide for them. Once logged in, the program will take the ENs back to the website starting page; however, they will be able to click on a “Go to” link from the toolbar at the top of the page to select and enter the EN Portal.

For each online form the ENs can fill out through the Portal, the screen will propagate the EIN for them using their login ID as a guide. The ENs will then need to enter the SSN of a ticket-holder, and use a series of drop-down boxes to fill out the forms. Once the ENs complete a form, they will hit the “Next” button, which will take them to a review screen. If they find errors on the review screen, they will be able to go back and edit or cancel the form. If everything is accurate, they will select “Submit” to send the information through the Portal to MAXIMUS.

For the ease of the ENs, we will propagate as much information as possible based on the user ID or the SSN the ENs supply. Since our paper versions of these forms do not allow for pre-filled information, we estimate this Portal will decrease the burden on the ENs and allow for faster processing of these forms.

SSA intends to pilot this new Portal with a select group of ENs starting in May 2012. Therefore, we expect to use the Portal immediately upon receiving OMB approval for this Emergency Clearance (see attached Emergency Letter).