

Attachment A1a: Ticket Act Provider Survey of ENs/State VR  
Agencies: Invitation Letter Packet (Week 1)

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January xx, 2026

Program Coordinator  
[FILL Organization Name]  
[FILL Organization Street Address]  
[FILL City, State, Zip]



OMB Control #: XXXX-XXXX;  
Expiration Date: 06/30/20xx

Dear Ticket Act Service Provider:

On behalf of the Social Security Administration (SSA), I am inviting you to take part in the Ticket Act Provider Survey of Employment Networks (ENs) and State Vocational Rehabilitation (VR) Agencies. This national survey is part of an evaluation SSA is conducting about Ticket to Work and Work Incentives Improvement Act programs. SSA has hired Mathematica, an independent research firm, to carry out the evaluation and to field this survey.

**Why this matters.** Survey results will help SSA gain insights about ENs' and state VR agencies' experiences providing Ticket Act program services, the extent to which Ticket Act services meet Supplemental Security Income and Social Security Disability Insurance beneficiaries' needs, features of the Ticket Act programs that work well, and areas for improvement.

**About the survey.** We are asking you to take part in this voluntary survey, responding on behalf of your organization. The survey takes about 38 minutes to complete, including time spent looking up information or consulting with others, as needed. Mathematica will send you a \$40 check for completing the survey.

**To begin the survey:**

Go to: [FILL personalized URL]      or      Scan this QR Code:

**Taking part in this survey is voluntary.** You may skip any questions you do not want to answer. To protect your privacy, Mathematica will not share your answers in any way that reveals who you are unless required to do so by Federal laws, regulations, and directives.

**More information is available.** Enclosed is the survey consent statement and a summary of the topics covered in the survey. SSA has an informational website on the evaluation overall. To learn more, go to <https://www.ssa.gov/disabilityresearch/ticketevaluation.html>.

Thank you for your organization's efforts providing Ticket Act services. We look forward to learning more about your experiences through this survey. If you have any questions, please call Holly Matulewicz, the Survey Director at Mathematica, at XXX-XXX-XXX.

Sincerely,

---insert signature image here---

Susan Wilschke  
Associate Commissioner

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Office of Research, Demonstration, and Employment  
Support  
Social Security Administration

## Consent statement for Ticket Act Provider Survey of Employment Networks (ENs) and State Vocational Rehabilitation (VR) Agencies



### What is the Ticket to Work Evaluation and who is conducting it?

The Social Security Administration (SSA) is conducting an evaluation of the Ticket to Work (TTW) programs offered by: Employment Networks (ENs) (including state Vocational Rehabilitation (VR) agencies), Work Incentives Planning and Assistance (WIPA), and Protection & Advocacy for Beneficiaries of Social Security (PABSS). SSA hired Mathematica, a national research company, to conduct the evaluation.

### Why are we conducting a survey?

We developed surveys for EN/VR, PABSS, and WIPA providers. The survey will ask people delivering EN/VR, PABSS, and WIPA services about their experiences implementing their program, the extent to which they believe it meets beneficiaries' needs, and the parts of the program that work well and where there are areas for improvement.

### What do you want me to do?

We ask for your consent to participate in a voluntary one-time, 38-minute web-based survey conducted by Mathematica. By consenting to participate, you are agreeing to SSA maintaining any responses that you provide in the survey. You do not have to answer any questions you do not want to and can stop at any time. We will use what we learn as part of our evaluation of Ticket to Work programs, as Federal law, regulations, and directives permit.

### How was I selected for this survey?

SSA provided Mathematica a list of EN/VR, WIPA, and PABSS providers to contact to complete the survey.

### Do I have to complete the survey?

Your participation in this survey is voluntary. It is being conducted for research purposes. If you decide not to take part, it will not affect any future decision SSA makes about funding services noted above.

### How will you protect my privacy?

We will follow Federal law and regulations to protect your privacy. SSA and Mathematica will protect your personal information during the survey consistent with Federal law, regulations, and directives. Information shared with the Social Security Administration for this research will be used for limited purposes consistent with applicable Federal law, regulations, and directives. For example, we use your survey responses, combined with survey responses from others, as part

of our evaluation of Ticket to Work programs. No information provided for this research study will be used to determine future decisions about funding or to audit individual providers.

**What are the benefits?**

You will not benefit directly from participation. But you may help SSA to understand the experiences and challenges of people managing its programs. This information may help SSA improve their programs.

**Will I receive any money for participating?**

After completing the survey, Mathematica will mail you a \$40 check.

**What are the risks?**

There are no known risks to participating in the survey.

**For more information**

For more information about the Ticket to Work evaluation, please go to <https://www.ssa.gov/disabilityresearch/ticketevaluation.html>. Please contact Mathematica at 1-xxx-xxx-xxxx if you have any questions about the survey. The project director is Denise Hoffman and the survey director is Holly Matulewicz. For questions about your rights and welfare as a research participant, you may contact the Health Media Lab Institutional Review Board at 1-202-246-8504. The Health Media Lab Institutional Review Board is responsible for overseeing the protection of your rights and welfare as a research participant in this study.



## Topics in the Ticket Act Provider Survey of Employment Networks (ENs) and State Vocational Rehabilitation (VR) Agencies

Below is a list of topics covered in the Ticket Act Provider Survey of Ticket to Work (TTW) Employment Networks (ENs) and State Vocational Rehabilitation (VR) Agencies. We provide this list to help you determine whether you would like to have records accessible or consult with others in your organization to complete the survey. Not all topics will be asked of all organizations that complete the survey.

Survey topics for ENs and state VR agencies	
<b>Organizational characteristics</b>	
<ul style="list-style-type: none"> <li>Decisions about the TTW business model and payment system</li> <li>Whether organization is also a WIPA project</li> <li>Funding from SSA and other sources</li> <li>Experiences with payments from SSA, including through E-PAY</li> <li>Contracted community service partners</li> <li>Participation in Partnership Plus or the EN marketing program</li> </ul>	<ul style="list-style-type: none"> <li>Organization staffing, including benefits counseling services</li> <li>Average caseloads for direct service providers and the share of clients who are Ticketholders</li> <li>Outreach to Ticketholders (SSDI and SSI beneficiaries) and the availability of materials in alternate formats or languages</li> </ul>
<b>Beginning to work with beneficiaries</b>	
<ul style="list-style-type: none"> <li>Ticketholders' employment history, work goals, demographic characteristics, and support needs and the influence of these characteristics on the decision to accept their Ticket</li> </ul>	<ul style="list-style-type: none"> <li>Common employment goals of Ticketholders</li> <li>Beneficiary referrals</li> <li>Waitlist for services (including waitlist size and average time of waitlist)</li> </ul>
<b>Providing services to Ticketholders</b>	
<ul style="list-style-type: none"> <li>Services provided to Ticketholders (for example, career planning)</li> <li>Duration of ongoing employment support</li> </ul>	<ul style="list-style-type: none"> <li>Use of remote and in-person services</li> <li>Current staffing capacity</li> <li>Service delivery challenges</li> </ul>
<b>Reflections on the TTW program</b>	
<ul style="list-style-type: none"> <li>Effectiveness of TTW program services in helping Ticketholders obtain and maintain employment</li> </ul>	<ul style="list-style-type: none"> <li>Recommendations for program improvements</li> </ul>

E-PAY = Electronic Payment; EN = Employment Network; VR = Vocational Rehabilitation; SSA = Social Security Administration; SSI = Supplemental Security Income (Title XVI); SSDI = Social Security Disability Insurance (Title II); TTW = Ticket to Work

ENs are eligible for this survey if they were active at any time in the past year. If your EN was not active for the whole year, please consider only the period that your EN was active when responding to the survey.

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**Have questions?** If you have any questions about the survey or need help, please contact Mathematica, the research firm conducting the survey for the Social Security Administration, at xxx-xxx-xxxx.