Supporting Statement for
Form SSA-4565 (Help Line Work Incentives Planning and Assistance [WIPA] Referral and WIPA Intake), Form SSA-4566 (WIPA Case Notes), Form SSA-451 (WIPA Quarterly Performance Report), and WIPA STAR (Services Tracking and Reporting) System
OMB No. 0960-0629

A. Justification

1. Introduction/Authoring Laws and Regulations

The legislative authority for the Work Incentives Planning and Assistance (WIPA) Program is found in the *Social Security Act (Act)* and *Section 121* of the *Ticket to Work and Work Incentives Improvement Act of 1999*. The legislative authority for the Ticket Program Manager (TPM) is *Public Law 106-170*.

WIPA

Section 1149 of the *Act* and *Section 121* of the *Ticket to Work and Work Incentives Improvement Act of 1999* require the Commissioner of the Social Security Administration (SSA) to establish community-based work incentives planning and assistance programs that disseminate information on work incentives programs to assist persons with disabilities in their employment efforts.

To comply with the legislation, the Commissioner established a competitive program of cooperative agreements to provide work incentives planning, assistance, and outreach called the Work Incentives Planning and Assistance (WIPA) program. WIPA is part of SSA's strategy for increasing the number of Social Security Disability Insurance (SSDI) beneficiaries and Supplemental Security Income (SSI) recipients to return to work and achieve economic self-sufficiency and independence in the community.

Potential WIPA awardees include State and local governments, public and private organizations, and nonprofit and for-profit organizations. Using a population-based weighted formula that takes into account available funding as well as the number of SSDI beneficiaries and SSI recipients in each geographic area, SSA established as many WIPA provider sites as needed in each state to ensure sufficient coverage of services for all SSDI beneficiaries and SSI recipients nationwide. Currently, SSA supports seventy-three (73) WIPA providers.

To ensure high-quality services, the National Training and Data Center (NTDC) contractor provides specialized training and technical support to WIPA staff, including formal training on work incentives and assistance as well as administrative and operational practices. In 2025, SSA awarded the NTDC contract to Virginia Commonwealth University (VCU); the contract consists of a base year and four option years.

Ticket Program Manager (TPM)

In an effort to expand the range of employment support services available to SSDI and SSI beneficiaries, the *Ticket to Work and Work Incentives Improvement Act of 1999*

(Public Law 106-170) added *Section 1148* to the *Social Security Act*. *Section 1148* of the *Act* addressed several of barriers that SSDI beneficiaries and SSI recipients encounter in obtaining jobs and continuing to work by: (1) expanding the availability of health care services and coverage; (2) eliminating certain work disincentives; (3) providing for enhanced benefits planning and assistance from other public and private sources; and (4) creating the Ticket-to-Work and Self-Sufficiency Program (Ticket Program).

The Ticket Program provides disability beneficiaries with more options for employment services while increasing provider incentives to serve these individuals. The Ticket Program directs Social Security to provide SSDI beneficiaries and SSI recipients with a Ticket that they may use to obtain Vocational Rehabilitation (VR) services, employment services, and/or other support services from an Employment Network (EN) of their choice and establish agreements with ENs to provide such services.

Public Law 106-170 authorizes the Commissioner of Social Security to enter into an agreement(s) with a TPM to assist in administering the Ticket Program. In 2021, SSA awarded the TPM contract to Accenture Federal Services (AFS), consisting of a base year and four option years. The TPM operates the Ticket to Work Help Line, offering SSDI beneficiaries and SSI recipients guidance on returning to work, available work incentives, and the Ticket program. Help Line representatives, trained by the NTDC, answer questions about disability benefits, employment services, and health care coverage. In addition, the Help Line representatives also refer SSDI beneficiaries and SSI recipients to service providers, including WIPA providers for personalized benefits counseling and support as they pursue employment goals.

2. Description of Collection

The WIPA providers provide information on work incentives, health care, and return to work related issues to SSA claimants with disabilities, including transition-to-work aged youth, so they may be able to make informed choices about work and employment. To effectively support these efforts, SSA requires data collection tools to accurately track the activities and services provided by WIPA providers.

Form SSA-4565, WIPA Intake:

SSA's WIPA staff uses Form SSA-4565, WIPA Intake, to collect data from SSI recipients and SSDI beneficiaries, including demographic, background information, employment, and training information, benefits, and work incentives to enable the WIPA providers to tailor their services to best meet the needs of beneficiaries. SSI recipients and SSDI beneficiaries learn about WIPA services through SSA's website and outreach efforts, including the Ticket to Work website, and the Red Book. SSI recipients and SSDI beneficiaries may request WIPA services by calling the Ticket to Work Help Line, which refers them their local WIPA provider, or by contacting their local WIPA provider directly.

Form SSA-4566, WIPA Case Notes:

SSA's WIPA staff uses Form SSA-4566, WIPA Case Notes, to record actions taken for an SSI recipient or SSDI beneficiary receiving WIPA services as a case note. WIPA

providers can record the case note on the paper form or in the WIPA STAR system. The respondents for Form SSA-4566 are Community Work Incentives Coordinators (CWICs) employed by WIPA providers to provide WIPA services to beneficiaries. The frequency of the data collection is determined by the level of engagement that SSI recipients and SSDI beneficiaries choose to have with the WIPA providers. SSA does not require SSI recipients and SSDI beneficiaries to complete Form SSA-4566 collection to obtain or maintain a specific benefit or entitlement SSA uses the information we collect on Form SSA-4566, in conjunction with Form SSA-4565, to inform service and planning and support decision-making related to the ongoing provision of services through the WIPA program.

WIPA STAR System:
SSA's WIPA STAR System is an Internet-based management and reporting tool for the WIPA program. SSA uses the WIPA STAR system to manage beneficiary data, track information related to service planning and provision, and support overall WIPA program management. WIPA providers employ CWICs to provide WIPA services to beneficiaries, and the CWICs enter information into the WIPA Star System.

Form SSA-451, WIPA Quarterly Performance Report
SSA is requesting clearance for Form SSA-451, WIPA Quarterly Performance Report. Form SSA-451 is a new form which will collect data from WIPA providers including program administration, performance, and training needs to enable SSA to effectively manage the WIPA program. The respondents are WIPA provider managers who, in accordance with the terms and conditions of their cooperative agreement, are required to submit regular performance reports to SSA. Previously, WIPA providers submitted their quarterly performance reports using a template; this request formalizes the process by establishing an official fillable PDF form for reporting. SSA employees are the end users of the data. The WIPA providers will complete the fillable PDF form and submit it electronically to SSA through GrantSolutions, an Internet-based submission platform, four times a year (after the closure of each quarter) with information they maintain on their organization, staff, and program activities. SSA will use the information from Form SSA-451 to manage the WIPA program, with particular emphasis on program administration, training needs, and program performance.

SSA has not identified any psychological costs for SSI recipients and SSDI beneficiaries associated with providing information to WIPA providers that is collected on Forms SSA-4565, SSA-4566, or the WIPA STAR system, as the SSDI and SSI recipients complete these forms with the CWICs who collect the information. Completion of these data collection instruments is voluntary from SSI recipients and SSDI beneficiaries who choose to receive WIPA services. The information is primarily collected over the phone, with the possibility of some data collected in person. SSI recipients and SSDI beneficiaries do not complete the form SSA-451.

SSA has not identified any psychological costs for WIPA providers associated with completing the information on Forms SSA-4565, SSA-4566, SSA-451, or through the WIPA Star system. WIPA providers and CWICs consider these forms as part of their

routine.

The respondents are SSDI beneficiaries, SSI recipients, community project sites, and community work incentives coordinators.

3. Use of Information Technology to Collect the Information

Form SSA-4565

The Ticket to Work Help Line agents collect fields 1-20 information from respondents over the phone, and CWICs record this information on the fillable form SSA-4565 and transmitted securely to the WIPA provider. WIPA provider staff then enter the information collected by Help Line agents (1-20) and the remaining fields (21-63) directly into the WIPA STAR system using information the beneficiary provided. In cases where beneficiaries contact the WIPA provider directly, we expect CWIC staff to enter all required information (fields 1-63) into the WIPA STAR system. The fillable SSA-4565 form is only used by Help Line agents for initial data collection or by WIPA providers when Internet access is unavailable, with the expectation that they will enter all information into the WIPA STAR system as soon as possible.

Form SSA-4566

SSA expects WIPA providers to document their interactions (via phone, in person or email) with beneficiaries or third parties associated with a beneficiary as case notes directly in the WIPA STAR system. While WIPA providers can complete the paper Form SSA-4566 to record these interactions when Internet access is unavailable, the expectation is that 100% of respondents will enter all case notes collected on Form SSA-4566 directly in the WIPA STAR system.

WIPA STAR System

WIPA providers will use the WIPA STAR system, an Internet-based platform, to record all information collected on Forms SSA-4565 and SSA-4566, as well as any additional data necessary to provide services to SSI recipients and SSDI beneficiaries. The expectation is that all WIPA providers will consistently use the WIPA STAR system for data entry and case management. Leveraging this technology enables SSA to more effectively measure provider's progress and monitor overall performance, ensuring accurate, timely, and comprehensive data collection and reporting. In accordance with the agency's Government Paperwork Elimination Act (GPEA) plan, SSA created an Internet, Intranet, and automated version for the Internet Direct Deposit Application. We estimate approximately 100% of respondents under this OMB number will use the electronic version.

Form SSA-451

The WIPA staff complete the fillable Form SSA-451 with information they maintain on their organization, staff, and program activities. The WIPA providers will submit the completed form electronically to SSA through GrantSolutions, an Internet-based solution.

4. Why We Cannot Use Duplicate Information

The nature of the information collected and the way the information is collected precludes duplication. SSA does not use another collection instrument to obtain similar data.

5. Minimizing Burden on Small Respondents

This collection does not affect small businesses or other small entities.

6. Consequence of Not Collecting Information or Collecting it Less Frequently

Without this data collection as designed, SSA could not gather the information needed to support policy and program investment, inform the strategies and approaches leading to improved employment outcomes, and administer and report on the programs ability to meet the needs of SSDI beneficiaries and SSI recipients. There are no technical or legal obstacles to burden reduction.

7. Special Circumstances

There are no special circumstances that would cause SSA to conduct this information collection in a manner inconsistent with *5 CFR 1320.5*.

8. Solicitation of Public Comment and Other Consultations with the Public

The 60-day advance Federal Register Notice published on August 27, 2026, at 91 FR 55421, and we received no public comments. The 30-day FRN published on October 29, 2026, at 91 FR 68213. If we receive any comments in response to this Notice, we will forward them to OMB. We did not consult with the public in the development revision of this form.

9. Payment or Gifts to Respondents

SSA does not provide payments or gifts to the respondents.

10. Assurances of Confidentiality

SSA protects and holds confidential the information it collects in accordance with 4*2 U.S.C. 1306*, *20 CFR 401* and 4*02, 5 U.S.C. 552* (Freedom of Information Act), *5 U.S.C. 552a* (Privacy Act of 1974), and OMB Circular No. A-130.

11. Justification for Sensitive Questions

The information collection does not contain any questions of a sensitive nature.

12. Estimates of Public Reporting Burden

Please see the burden chart below:

Method of Completion	Number of Respondents		Frequency of Response	Number of Responses	Average Burden per Response (minutes)	Estimated Total Annual Burden (hours)	Average Theoretical Hourly Cost Amount (dollars)*	Average Teleservice answer time (minutes) **	Tot opp cost (dol
SSA-4565	15,810		1	15,810	8	2,108	$14.27*	1**	$3

(Fields 1-20 – SSI & SSDI Beneficiaries									
SSA-4565 (Fields 21-63 – SSI & SSDI Beneficiaries (by phone)	1+		1	1	1	0	$1**	N/A	
SSA-4566 (WIPA staff)	1+		1	1	1	0	$1**	N/A	
Totals	**15.812**			**15,812**		**2,110**			**$3**

WIPA STAR System

Method of Completion	Number of Respondents	Frequency of Response	Number of Responses	Average Burden per Response (minutes)	Estimated Total Annual Burden (hours)	Average Theoretical Hourly Cost Amount (dollars)*	Average Wait Time Teleservice Centers (minutes) **	Total annual opportunity cost (dollars) ***
WIPA referral (SSI & SSDI beneficiaries)	5,190	1	5,190	8	692	$14.27*	N/A	$9,875***
WIPA referral data input (collected using the SSA-4565) – WIPA staff	310	51	15,810	5	1,317	$35.23*	N/A	$46,398***
WIPA intake – SSI & SSDI beneficiaries	21,000	1	21,000	17	5,950	$14.27*	N/A	$84,907***
WIPA case notes – WIPA staff	310	430	133,300	2	4,443	$35.23*	N/A	$156,527***
Task management – WIPA staff	310	134	41,540	1	692	$35.23*	N/A	$24,379***
Service management – WIPA staff	310	381	118,110	1	1,968	$35.23*	N/A	$69,333***
SSA-451 (WIPA managers)	73	4	292	60	292	$42.73*	N/A	$12,477***

Totals	**27,503**		**335,242**		**15.356**			**$403,896*** **
Grand Totals	**43,315**		**351,054**		**17,466**			**$437,746*** **

[+]We are placing a place holder for Form SSA-4565 (Fields 21-63 -SSI & SSDI Beneficiaries) and Form SSA-4566, as SSA will only use the paper version of the SSA-4565 (Fields 21-63- SSI & SSDI Beneficiaries) and SSA-4566 as a backup collection instrument if the WIPA STAR system becomes unavailable. As such, we do not anticipate any respondents will use the PDF versions of these forms under normal circumstances, therefore, we are including a placeholder burden here.

* We based this figure on average disability payments ($14.27) reflecting SSA's current FY 2026 data (Effect of COLA on Average Social Security Benefits), the Health Education Specialist ($35.23) and Social Community Service Managers ($42.73), as reported by Bureau of Labor Statistics data (Occupational Employment and Wage Statistics).

** We based this figure on the FY 2026 answer times for the teleservice centers (1 minute, which represents the average time it takes for a call to be picked up automatically by our systems and then routed to an SSA technician). This figure reflects data from our systems and the data posted on our public facing website (Social Security performance | SSA) on the date we drafted this document. As the figures fluctuate, the wait times may be different on the website than they appear here.

*** This figure does not represent actual costs that SSA is imposing on individuals; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the information collection. **There is no actual charge to respondents to complete the information collection.**

We did not include travel time as per our current management information data, respondents who complete the paper forms complete them via telephone interview only Should this change in the future, we will include the language and chart for travel time to a field office.

We calculated the following Learning Cost time burden based on the estimated time and effort we expect respondents will take to learn about this program, its applicability to their circumstances, and to cover any additional research we believe respondents may need to take to understand how to comply with the program requirements (beyond reading the instructions on the collection instrument):

Method of Completion	Number of Respondents	Frequency of Response	Estimate Learning Cost (minutes)	Estimated Annual Burden (hours)	Total Annual Learning Cost (dollars)****
SSA-4565	15,810	1	7	1,845	$ 26,328****
WIPA STAR	310	1	30	155	$5,461****

Method of Completion	Number of Respondents	Frequency of Response	Estimate Learning Cost (minutes)	Estimated Annual Burden (hours)	Total Annual Learning Cost (dollars)****
SSA-451	73	1	15	18	$ 769****
Total	**16,193**			**2,018**	**$32,558******

****We based this dollar amount on the Average Theoretical Hourly Cost Amount in dollars shown on the burden chart above.

NOTE: We included the total opportunity cost estimate from this chart in our calculations when showing the total time and opportunity cost estimates in the paragraph below.

We base our burden estimates on current management information data, which includes data from actual interviews, as well as from years of conducting this information collection. Per our management information data, we believe that **1,5,8,17, or 60** minutes accurately shows the average burden per response for learning about the program; receiving notices as needed; reading and understanding instructions; gathering the data and documents needed; answering the questions and completing the information collection instrument; scheduling any necessary appointment or required phone call; consulting with any third parties (as needed); and waiting to speak with SSA employees (as needed). Based on our current management information data, the current burden information we provided is accurate. The total burden for this ICR is **17,464** burden hours (reflecting SSA management information data), which results in an associated theoretical (not actual) opportunity cost financial burden of **$474,217**. SSA does not charge respondents to complete our applications.

13. Annual Cost to the Respondents (Other)

This collection does not impose a known cost burden on the respondents.

14. Annual Cost To Federal Government

The annual cost to the Federal Government is approximately **$23,880,000**. This estimate accounts for costs from the following areas:

Description of Cost Factor	Methodology for Estimating Cost	Cost in Dollars*
Designing and Printing the Form	Design Cost + Printing Cost	$0*
Distribution, Shipping, and Material Costs for the Form	Distribution + Shipping + Material Cost	$0*
SSA Employee (e.g., field office, 800 number, DDS staff) Information Collection and Processing Time	GS-9 employee x # of responses x processing time	$0*
Full-Time Equivalent Costs	Out of pocket costs + Other expenses for providing this	$0*

	service	
Systems Development, Updating, and Maintenance	GS-9 employee x man hours for development, updating, maintenance	$0*
Quantifiable IT Costs	Any additional IT costs	$0*
Other	Funding the WIPA providers, training and technical assistance support, and data collection and reporting	$23,800,000
Total		**$23,880,000**

* We have inserted a $0 amount for cost factors that do not apply to this collection.

SSA is unable to break down the costs to the Federal government further than we already have. However, we have calculated these costs as accurately as possible based on the information we collect for creating, updating, and maintaining these information collections.

15. Program Changes or Adjustments to the Information Collection Request

When we cleared the this ICR in 2023, the burden was **472,573**. However, we are currently reporting a burden of **17,464** hours. The decrease in burden is due to SSA only using Forms SSA-4565 and SSA-4566 as a backup collection instrument if the WIPA STAR system becomes unavailable, we are no longer counting the burden hours and are placing a place holder for the SSA-4565 and SSA-4566. These figures represent current Management Information data.

*Note: The total burden reflected in ROCIS is **17,466**, while the burden cited in #12 of the Supporting Statement is **87,876**. This discrepancy is because the ROCIS burden reflects the learning costs. In contrast, the chart in #12 above reflects actual burden.

16. Plans for Publication Information Collection Results

SSA will not publish the results of the information collection.

17. Displaying the OMB Approval Expiration Date

[Use the template language that works best here].

18. Exceptions to Certification Statement

SSA is not requesting an exception to the certification requirements at *5 CFR 1320.9* and related provisions at *5 CFR 1320.8(b)(3)*.

B. <u>Collections of Information Employing Statistical Methods</u>

SSA does not use statistical methods for this information collection.