**Supporting Statement for**
**The Ticket to Work and Self-Sufficiency Program**
**20 CFR 411**
**OMB No. 0960-0644**

## A. Justification

### 1. Introduction/Authoring Laws and Regulations

This information collection request (ICR) is necessary to administer the Ticket to Work (Ticket) and Self-Sufficiency Program authorized under Section *1148* of the *Social Security Act (Act)*. *20 CFR 411.100-411.730* of the *Code of Federal Regulations* house the regulations for the Ticket Program, including descriptions of the information collection requirements of the program. Section *205(a)* of the *Act* gives the Commissioner of the Social Security Administration (SSA) the authority to establish regulations for the Social Security Administration's programs.

Collectively, these regulations authorize SSA to collect, manage, and process the information necessary to administer the Ticket to Work program through the Ticket Portal:

- Sections *20* CFR *411.140(d)(2)* and *(d)(3)* address Employment Networks responsibilities for submitting information, reporting, and communicating with SSA, and Section *20* CFR *411.145* outlines similar requirements for vocational rehabilitation agencies.

- Section *20* CFR *411.150(b)(3)*, *411.325*, and *411.400-420* cover the processes for assigning, unassigning, and managing Tickets, as well as payment systems and procedures, all of which respondents and SSA manage through the Ticket Portal.

- Section *20* CFR *411.166, 411.170(b)* and *411.435* address payment request and evidence of services with the Ticket Portal serving as the platform for these submissions.

- Section *20* CFR *411.505* covers beneficiary eligibility verification, and recordkeeping, for which we include the information provision requirements under *20* CFR *411.535(a)(1)(iii*). We securely manage both of these through the Ticket Portal.

### 2. Description of Collection

SSA's Ticket to work (TTW) and Self-Sufficiency Program transitions qualifying Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) recipients toward independence by allowing them to receive Social Security payments while maintaining employment under the auspices of the program. SSA uses service providers, called Employment Networks (ENs), to supervise participant progress through the stages of Ticket Program participation, such as job searches and interviews; progress reviews; and changes in ticket status. ENs can be private for-profit and nonprofit organizations as

well as state vocational rehabilitation agencies (VRs). SSA and the ENs utilize the TTW program manager to operate the Ticket Program and exchange information about participants. For example, the ENs use the program manager to provide updates on tasks such as selecting a payment system, or requesting payments for helping the beneficiary achieve certain work goals. Since the ENs are not PRA-exempt, the multiple information collections within the TTW program manager require OMB approval. Most of the categories of information are necessary for SSA to: (1) comply with the Ticket to Work legislation; and (2) provide proper oversight of the program. SSA collects this information through several modalities, including forms, electronic exchanges, and written documentation. The Ticket Program Manager (TPM) is responsible for recruiting and recommending ENs for participation in the program, monitoring the performance of ENs, facilitating Ticketholders (THs) access to services, ensuring the availability and quality of services across geographic areas, operating the Ticket to Work Help Line, maintaining accessible information for THs, assisting in dispute resolution, and ensuring THs have reasonable access to a variety of service providers.

The TPM offers training to service providers concerning program requirements of the regulations for any information collection listed below, and for all modalities of collection, even when there is no designated form. In addition, SSA offers account representatives, and a help line through our TPM to serve as an ongoing resource for any information service provider's may need.

a. Ticket Portal

The Ticket Portal is a secure, web-based platform that supports the administration of the Ticket to Work program. The users are staff of ENs and VRs employed to provide Ticket program services to THs. The Ticket Portal provides a secure and efficient way for Ticket Service Providers (TSP) to manage key program activities. Through the Ticket Portal, these service providers can establish and manage Ticket assignments, process requests for payments, and access or update information related to beneficiaries' participation in the program. The Ticket Portal streamlines communication and data exchange with SSA, ensuring that all users meet program requirements, and that all users handle payment processing and eligibility verification accurately. The frequency of the data collection is determined by the level of engagement the SSI recipients and SSDI beneficiaries choose to have with the Ticket service providers. SSA uses the information from the Ticket Portal to manage the Ticket program.

- Determining Ticket Assignability and Establishing Ticket Assignments
  Under *20 CFR 411.140(d)(2)*, before a TH assigns a Ticket to an EN, the EN determines whether the Ticket is available for assignment. Authorized EN or VR staff may use the Ticket Portal to obtain information necessary to determine Ticket assignability and to establish and manage Ticket assignments. The Ticket Portal also enables authorized EN and state VR agency staff to establish, manage, and update Ticket assignments and related participation information.

- Electronic File Submission
  Under *20 CFR 411.166* and *411.170(b),* when a state VR agency provides services to a Ticketholder under the Cost Reimbursement Option, the Ticket is in use with the State VR agency and is unavailable for assignment to an EN while the state VR agency's case remains open. To maintain accurate Ticket-status and participation records, State VR agencies report when they begin serving Ticketholders under this option. Rather than submitting individual paper forms, state VR agencies submit a monthly electronic file through the Ticket Portal. The file identifies Ticketholders who began receiving services under the Cost Reimbursement Option during the reporting period and includes the effective date of the individualized plan for employment. This date establishes when the Ticket became in use with the State VR agency. SSA uses this information to maintain accurate Ticket-status records and prevent assignment of a Ticket to an EN while the State VR agency is providing services under the Cost Reimbursement Option.

- Requesting Ticket Unassignments
  Under 2*0 CFR 411.145* and *411.325,* the Ticket Portal enables authorized EN and state VR agency staff to unassign Tickets. Authorized EN and State VR agency staff may request Ticket unassignment in the Portal by request for the EN or VR, the TH, or both.

- Case Closure Notifications
  Under *20 CFR 411.535(a)(1)(iii),* When a state VR agency closes the case of a TH it served under the Cost Reimbursement Option, the state VR agency reports the case closure to SSA or the TPM, as applicable. This information supports accurate Ticket-status records and helps ensure the Ticket is no longer shown as in use by the State VR agency after the service relationship ends.

- Tracking Progress
  Under *20 CFR 411.200(b),* SSA may not initiate a medical CDR while a recipient is using a ticket. If a Ticketholder assigned the ticket or is using the ticket with the state VR agency under the cost reimbursement option, at the conclusion of each 12-month period of ticket use, SSA requests the recipient or the service provider to certify whether the TH is making the expected progress. THs who have a ticket in inactive status do not count towards the 12-month periods of ticket use for timely progress.

    - Request to Place Ticket in Inactive Status – A TH can request in writing that SSA deactivate and reactivate the ticket during a period in which the TH becomes temporarily unable to make timely progress toward self-supporting employment. When the TPM receives the request the TPM sends the updated information to SSA so the inactive or reactivated ticket status will take effect. This information is important so the recipients do not continue their exemption status from receiving a medical CDR while the ticket is inactive, and so they regain exempt status when we reactivate the ticket.

- Request to reenter Ticket-Use Status after Not Making Timely Progress – The TPM requires a TH to send a written request for reinstatement to in-use status after not meeting the timely progress criteria. The TPM decides if the TH met the applicable requirements. If so, the TPM sends the updated ticket status change, and the recipient once again becomes exempt from a medical CDR.

- Contract Changes
  Under *20 CFR 411.505*, when the ENs and VRs become a TSP, they may use the Ticket Portal to view agreement information to determine if updates to certain information associated with its agreement and participation in the Ticket program are necessary. An example of such agreement information is the payment system. ENs and VRs select a payment system when entering into an agreement with SSA and may change their payment-system election once during each calendar year. SSA uses payment-system election information, including the period covered by an election, to determine the payment method applicable when an EN or VR acting as an EN submits a payment request through the Ticket Portal.

- Requesting Payments
  Under *20 CFR 411.575*, ENs or VRs may request payment from SSA for qualifying Ticket program services and employment outcomes. Authorized EN or VR staff may use the Ticket Portal to process payment requests. The payment request includes evidence of the TH's work and earnings and other required documentation. The Ticket Portal supports accurate payment processing and eligibility verification.

b. SSA-1385
Under *20 CFR 411.145* and *411.325*, SSA's Form SSA-1385, Beneficiary Ticket Unassignment Request Form, allows Ticketholders to request unassignment of their Ticket from their current service provider. THs may request unassignment because of dissatisfaction with services, difficulty contacting the provider, a decision to work with another provider, or a change in program participation. Form SSA-1385 collects identifying information, the current provider's name, and the reason for the request. THs mail or fax the completed form to the TPM. SSA uses the information to process unassignment requests, maintain accurate Ticket records, and track service periods when determining whether ENs or VR agencies qualify for credit for services provided.

c. SSA-1375
Under *20 CFR 411.200(b)* authorizes SSA to conduct Timely Progress Reviews (TPRs) using Form SSA-1375, Timely Progress Review (TPR) Form. The SSA-1375 allows SSA to determine whether THs participating in the Ticket program meet established educational or employment milestones. SSA defines "timely progress" as meeting specific educational or employment milestones within set timeframes. SSA generally conducts TPRs every 12 months and sends the form when additional

information is needed. Ticketholders report achievements such as employment earnings, educational progress, or completion of training and certification programs. SSA uses the information to determine whether Ticketholders continue to meet timely progress requirements and remain protected from medical Continuing Disability Reviews (CDRs).

d. SSA-1370
Sections *20* CFR *411.140(d)(3), 411.325(a), 411.320,* and *411.465* address Individual Work Plan (IWP) requirements, Ticket assignment procedures, and dispute resolution. Form SSA-1370, Individual Work Plan (IWP), establishes an agreement between a TH and an EN under the TTW program. The IWP identifies the TH's employment goals, the services and supports the EN will provide, and both parties' rights and responsibilities. Form SSA-1370 also establishes the rights and responsibilities of both parties, including confidentiality, dispute resolution, and ongoing support requirements. Both parties sign the IWP before the Ticket is assigned, and the EN retains a copy in the TH's file. Both parties may update the IWP as needed to support the TH's progress toward employment and financial independence. SSA uses the information to document agreements between THs and ENs.

e. SSA-1373
Sections 20 CFR *411.575* and *411.325(f)* address earnings evidence and EN recordkeeping requirements. Form SSA-1373, Insufficient Primary Evidence Form, allows ENs and employer representatives to provide missing earnings information when primary evidence, such as pay stubs, does not contain all required details. The SSA-1373 collects information such as pay period dates, pay dates, hours worked, hourly rate, withholdings, and gross earnings. Employer representatives sign the form to certify the accuracy of the information. ENs and employer representatives submit it with the primary earnings evidence to the TPM. SSA uses the information to verify THs earnings and determine EN payment eligibility.

f. SSA-1389
Section *20 CFR 411.575* and *411.325(f)* collectively address dispute resolution procedures and the requirements for ENs to maintain records and provide information related to the Ticket program. Form SSA-1389, EN Certification of Services (COS) Statement, allows EN staff to document and certify the services and supports they provide to THs under the IWP. The EN staff sign and date the form to certify the accuracy of the information. ENs submit the SSA-1389 when requesting payments for qualifying work achievements after a Ticket unassignment or when SSA requests an annual service review. SSA uses the information to determine payment eligibility, monitor the THs progress, verify IWP compliance, and to maintain program integrity. ENs retain a copy of the SSA-1389 TH's file and provide it to SSA upon request.

g. SSA-1391
Section *20* CFR *411.505* outlines the requirements for EN payment requests under the Ticket to Work Program. Form SSA-1391, EN Payment Request Form, allows ENs

to submit evidentiary payment requests for services provided to THs when they cannot access the Ticket Portal. Form SSA-1391 collects EN and TH information, payment preferences, employer details, claim months, payment type, and descriptions of services provided. The TTW program requires ENs to submit supporting documentation, such as pay slips or employer-prepared earnings statements, to verify qualifying employment milestones and earnings. In certain cases, ENs also have to submit a Proof of Relationship (PoR) form. SSA uses this information to determine whether the EN qualifies for payment.

h. SSA-1401

Sections *20* CFR *411.560* and *411.595* establish payment procedures when multiple ENs or VR agencies provide services to a Ticketholder. Form SSA-1401, EN Split Payment Request Form, allows multiple ENs, or a VR agency functioning as an EN and another EN, to request payment distribution when they serve the same Ticketholder following a change in Ticket assignment. ENs may ask the TPM to determine the payment split or mutually agree on an allocation and document it using the split payment chart. Both parties must sign the form to confirm their agreement. When the TPM determines the split, it considers each EN's services and contributions to the Ticketholder's qualifying employment milestones or outcomes. SSA uses the information to determine payment eligibility and document agreed-upon payment distributions.

i. Proof of Relationship Form (POR)

Section *20* CFR *411.325(f)* requires ENs to maintain records and provide information to SSA upon request. The Proof of Relationship (PoR) Form allows ENs to document their working relationship with a TH and verify the services they provide. The form collects identifying and contact information, Ticket assignment and unassignment dates, and descriptions and dates of contacts and services that support the goals outlined in the IWP. ENs may submit the form as evidence of service provision when requesting payment, in lieu of Ticketholder pay stubs. ENs retain a copy in the TH's file and provide it to SSA upon request. SSA uses the information to monitor Ticketholder progress, verify EN service responsibilities, and evaluate payment requests.

j. Annual Performance Outcome Report (APOR)

SSA collects this information annually to comply with statutory requirements set forth under Section *20 CFR 411.325(f)*, which implements these statutory requirements by outlining the procedures for collecting necessary information for evaluating the effectiveness and outcomes of ENs participating in the Ticket program. The Annual Performance Outcome Report (APOR) is a brief survey designed to evaluate the performance of ENs providing services to THs in the Ticket program. The respondents for the APOR are EN staff who manage the provision of Ticket program services. The APOR survey is broken down into three sections designed to capture information on operations, staffing and compliance, and service provision. SSA uses the information collected through the APOR to monitor EN compliance, assess program effectiveness, and identify areas for improvement in service delivery

to Ticketholders. The frequency of the data collection is annual, with the reporting period covering the previous calendar year.

k. SSA-1374
Sections *20* CFR *411.140, 411.320, 411.325, 411.365,* and *411.505* establish requirements for ENs to maintain accurate organizational, operational, service, and contact information with SSA. Form SSA-1374, Ticket Program Agreement (TPA) Change Form, allows ENs to report changes to their organizational and operational information. ENs use the form to update service areas, directory listings, services offered, key personnel and contact information, staff, Ticket Portal users, service site locations, and administrative affiliates. The EN's Signatory Authority or Program Contact must complete and email the form to the Employment Network Service Team (ENST), managed by the TPM, whenever a reportable change occurs.

l. WISE Registration Page
Sections *20* CFR *411.200(b*) provide SSA with the legal authority to collect information necessary for administering the Ticket program, including facilitating outreach and education activities. The Work Incentive Seminar Event (WISE) webinar registration page allows individuals interested in attending monthly national WISE webinars to register online. The webinars are open to the public, and individuals may register and participate as often as they wish. The registration page collects basic information, including first and last name, ZIP code, and email address, along with other information to help organizers understand the webinar audience and manage event registration. SSA uses the information collected through the WISE webinar registration page to efficiently enroll attendees, understand the audience, and support accessibility needs.

SSA is seeking OMB approval for the following new information collection instruments under the Ticket Program:

m. EN Ticket Unassignment Request Form
Sections *20* CFR *411.145* and *411.325* establish Ticket assignment and unassignment procedures and EN service responsibilities. The EN Ticket Unassignment Request Form allows ENs to request ticket unassignment when they can no longer provide services to a TH, such as when they lose contact or cannot support the Ticketholder's employment goals. This new form collects identifying information, the effective unassignment date, reason for the request, and the requesting representative's signature. ENs submit the form to the TPM through GSO or fax when they cannot complete the unassignment through the Ticket Portal. SSA uses the information to process unassignment requests and maintain accurate Ticket records.

n. Alternate Workstation Request Form
o. Sections *20* CFR *411.305, 411.320,* and *411.365* establish EN privacy and security responsibilities. The new Alternate Workstation Request form allows EN staff to request approval to conduct Ticket program business outside an established commercial office. Alternate Workstation Request form collects the proposed

workstation's address, work environment details, and security measures for protecting Ticketholder information. EN staff submit the form to the ENST, managed by the TPM, before working from an alternate location. The TPM requires approved staff to verify their information annually and submit updates when circumstances or security measures change. SSA uses the information to evaluate requests and ensure EN staff protect sensitive information.

p. Administrative Employment Network (EN) Site Visit Questionnaire
Section *20* CFR *411.320* authorizes SSA to review EN operations, records, and service quality. An Administrative EN serves as the EN of record for a network of provider affiliates who combine their resources to provide services to Ticketholder. The Administrative EN Site Visit Questionnaire allows SSA and TPM staff to evaluate Administrative EN operations and compliance with Ticket program requirements. During site visits, staff interview Administrative EN and Affiliate management about operations, accessibility, security, collaborative relationships, and service delivery, and document their responses. SSA uses the information to assess compliance, evaluate service quality, identify areas for improvement, and inform program management decisions.

q. Traditional Employment Network (EN) Site Visit Questionnaire
Section *20* CFR *411.320* authorizes SSA to review EN operations, records, and service quality. The Traditional EN Site Visit Questionnaire allows SSA and TPM staff to evaluate Traditional EN operations and compliance with Ticket program requirements. A Traditional EN provides employment and other support services directly to Ticketholders (most ENs fall into this category). During site visits, staff interview EN management about operations, accessibility, security, collaborative relationships, and service delivery, and document their responses. SSA uses the information to assess compliance, evaluate service quality, identify areas for improvement, and inform program management decisions.

r. TPA Termination Form
Section *20* CFR *411.320* addresses EN responsibilities related to program participation and cooperation with SSA. The TPA Termination Form allows ENs to formally terminate their Ticket Program Agreement with SSA. The TPA Termination form collects the EN's name, Provider Identification Number (PID), and reason for termination, such as business closure, financial difficulties, contractual issues, or insufficient referrals. The EN's Signatory Authority submits the completed form to the ENST, managed by the TPM. SSA uses the information to terminate the agreement, unassign the EN's Tickets, maintain accurate program records, and document reasons for termination.

SSA has not identified any psychological costs associated with this instrument collection. We worked with the ENs and VRs to create the Ticket Portal to ensure easier submission of the necessary information to track the administrative implementation of the Ticket Program. Because the ENs and VRs collaborated with us in the creation of the Ticket Portal, they have not submitted any psychological costs associated with the submission of

these information collections. In addition, since the Ticket Program is voluntary, and we inform Ticketholders who choose to receive Ticket program services of the requirements up front, we also have not received any psychological costs associated with the information collections we receive directly from the Ticketholders.

However, we understand that some SSDI or SSI recipients who are eligible to join the Ticket Program may choose not to based on the need to submit additional information to SSA as part of the Ticket Program. Even so, we have no way of tracking those respondents who may choose not to join the program for these reasons.

The respondents are the ENs or state VRs, SSDI beneficiaries, and blind or disabled SSI recipients working under the auspices of the TTW Program.

**3. Use of Information Technology to Collect the Information**

We created a secure Ticket Portal, which allows our Ticket providers to electronically complete actions, and report to SSA. The Ticket Portal allows respondents to submit 100% of the collections described in #2 above electronically. Most of our providers use the Ticket Portal to perform the majority of their actions and data sharing activities. SSA requires all ENs to use the Ticket Portal.

**Note:** While we also provide paper forms for these information collections, we only request respondents to use the paper forms when the Ticket Portal is down. Generally, this is not an issue, and we anticipate that 100% of the respondents submit this information to us electronically.

**4. Why We Cannot Use Duplicate Information**

The nature of the information we collect and the manner in which we collect it 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**

If we did not collect this information, SSA would not be able to collect the information we need 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 September 24, 2026, at 91 FR 60685, and we received **13** public comments. We summarized these comments and

responded to them in the attached Addendum.

The 30-day FRN published on November 25, 2026, at 91 FR 76295. 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 *42 U.S.C. 1306*, *20 CFR 401* and *402, 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:

| **Ticket Portal** | | | | | | | |
|---|---|---|---|---|---|---|---|
| **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)*** | **Total Annual Opportunity Cost (dollars)*** ** |
| Ticket Assignment – EN & VR Staff<br><br>(a) 20 CFR 411.140(d)(2) | 1,000 | 91 | 91,000 | 2 | 3,033 | $22.93* | $69,547** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Ticket Unassignment – EN & VR Staff<br>(a) 20 CFR 411.145; 411.325 | 1,000 | 2 | 2,000 | 15 | 500 | $22.93* | $11,465** |
| Case Closures Notification – VR Staff<br>(a) 20 CFR 411.535(a)(1)(iii) | 150 | 910 | 136,500 | 11 | 25,025 | $24.91* | $623,373** |
| Electronic File Submission – VR Staff<br>(a) 20 CFR 411.166; 411.170(b) | 150 | 27 | 4,050 | 5 | 337 | $24.91* | $8,420** |
| Tracking Progress – VR Staff<br>(a) 20 CFR 411.200(b) | 150 | 1 | 150 | 30 | 75 | $24.91* | $1,868** |
| Requesting Payments – EN & VR Staff<br>(a) 20 CFR 411.575 | 1,000 | 2 | 2,000 | 40 | 1,333 | $22.93* | $30,566** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Contract Changes – EN Staff<br>(a) 20 CFR 411.505 | 850 | 1 | 850 | 5 | 71 | $22.93* | $1,628** |
| **Form Alternate Workstation Request** | | | | | | | |
| EN Staff<br>(n) 20 CFR 411.305; 411.320, 411.365 | 500 | 1 | 500 | 25 | 208 | $22.93* | $4,769** |
| **Annual Performance Outcome Report** | | | | | | | |
| EN Management<br>(j) 20 CFR 411.325(f) | 345 | 1 | 345 | 120 | 690 | $42.73* | $29,484** |
| **Form EN Ticket Unassignment** | | | | | | | |
| EN Staff<br>(m) 20 CFR 411.145; 411.325 | 25 | 12 | 300 | 15 | 75 | $22.93*** | $1,720** |
| **Form Proof of Relationship** | | | | | | | |
| EN Staff<br>(i) 20 CFR 411.325(f) | 3,400 | 2 | 6,800 | 20 | 2,267 | $22.93* | $51,982** |
| **Site Visit Questionnaire – Administrative EN** | | | | | | | |
| EN Management<br>(o) 20 CFR 411.320 | 2 | 1 | 2 | 180 | 6 | $42.73* | $256** |
| **Site Visit Questionnaire – Traditional EN** | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| EN Management<br>(p) 20 CFR 411.320 | 30 | 1 | 30 | 180 | 90 | $42.73** | $3,846** |
| **Form SSA-1370** | | | | | | | |
| Ticketholders<br>(d) 20 CFR 411.140(d)(3); 411.325(a); 411.320; and 411.465 | 40,000 | 1 | 40,000 | 60 | 40,000 | $14.27* | $570,800** |
| **Form SSA-1373** | | | | | | | |
| EN Staff<br>(e) 20 CFR 411.575; and 411.325(f) | 1,704 | 1 | 1,704 | 40 | 1,136 | $22.93*** | $26,048** |
| **Form SSA-1374** | | | | | | | |
| EN Management<br>(k) 20 CFR 411.320 | 345 | 6 | 2,070 | 15 | 518 | $42.73* | $22,134*** |
| **Form SSA-1375** | | | | | | | |
| Ticketholders<br>(c) 20 CFR 411.200(b) [+] | 1[+] | 1 | 1 | 1 | 0 | $1* | 1** |
| **Form SSA-1385** | | | | | | | |
| Ticketholders<br>(b) 20 CFR 411.145; 411.325 | 1,000 | 1 | 1,000 | 10 | 167 | $14.27* | $2,383** |
| **Form SSA-1389** | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| EN Staff<br>(f) 20 CFR 411.575; and 411.325(f) | 1,704 | 1 | 1,704 | 40 | 1,136 | $22.93* | $26,048** |
| **Form SSA-1391** | | | | | | | |
| EN Staff<br>(g) 20 CFR 411.505 | 1,704 | 1 | 1,704 | 40 | 1,136 | $22.93* | $26,048** |
| **Form SSA-1401** | | | | | | | |
| EN Staff<br>(h) 20 CFR 411.560 and 411.595 | 5 | 1 | 5 | 20 | 2 | $22.93* | $46** |
| **Form TPA Termination Request** | | | | | | | |
| EN Management<br>(q) 20 CFR 411.320 | 30 | 1 | 30 | 5 | 2 | $42.73* | $128*[*] |
| **WISE Registration Page** | | | | | | | |
| Ticketholders<br>(l) 20 CFR 411.200(b) | 10,000 | 1 | 10,000 | 3 | 500 | $14.27* | $7,135** |
| **Grand Totals** | | | | | | | |
| **Totals** | **65,095** | | **302,745** | | **78,309** | | **$1,519,695**** |

[+]We are providing a place holder for Form SSA-1375, because SSA is not currently conducting TPRs.

* We based this figure on the average wages of an average Social and Human Service Assistant ($22.93), Rehabilitation Counselor ($24.91), and Social and Community Service Manager ($42.73), as reported by Bureau of Labor Statistics data (Occupational Employment and Wage Statistics) and the average disability payments ($14.27) based on SSA's current FY 2026 data (Effect of COLA on Average Social Security Benefits).

** 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 do not travel to the 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 Total Annual Burden (hours)** | **Total Annual Learning Cost (dollars)** *** |
|---|---|---|---|---|---|
| Ticket Portal | 1,000 | 1 | 30 | 500 | $11,465*** |
| Alt Workstation Request | 500 | 1 | 10 | 83 | $1,903*** |
| APOR | 345 | 1 | 20 | 115 | $4,914*** |
| EN Ticket Unassignment | 25 | 1 | 5 | 2 | $46*** |
| PoR | 3,400 | 1 | 10 | 567 | $13,001*** |
| Site Visit – Traditional EN | 30 | 1 | 5 | 3 | $128*** |
| Site Visit – Administrative EN | 2 | 1 | 5 | 1 | $43*** |
| SSA-1370 | 40,000 | 1 | 7 | 4,667 | $66,598*** |
| SSA-1373 | 1,704 | 1 | 10 | 284 | $6,512*** |
| SSA-1374 | 345 | 1 | 15 | 86 | $3,675*** |
| SSA-1375 | 1+ | 1 | 1 | 0 | $1*** |
| SSA-1385 | 1,000 | 1 | 5 | 83 | $1,184*** |
| SSA-1389 | 1,704 | 1 | 10 | 284 | $6,512*** |
| SSA-1391 | 1,704 | 1 | 10 | 284 | $6,512*** |
| SSA-1401 | 5 | 1 | 10 | 1 | $23*** |
| TPA Termination | 30 | 1 | 10 | 5 | $214*** |

| Method of Completion | Number of Respondents | Frequency of Response | Estimate Learning Cost (minutes) | Estimated Total Annual Burden (hours) | Total Annual Learning Cost (dollars) *** |
|---|---|---|---|---|---|
| Request | | | | | |
| WISE Registration Page | 10,000 | 1 | 3 | 500 | $7,135*** |
| **Total** | **61,795** | | | **7,465** | **$129,866*** ** |

[+]We are providing a place holder for Form SSA-1375, because SSA is not currently conducting TPRs.

***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, 2. 3, 5, 11, 15, 20, 25, 30, 40, 60, 120, or 180** 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 **78,309** burden hours (reflecting SSA management information data), which results in an associated theoretical (not actual) opportunity cost financial burden of **$1,649,561**. 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 **$15,808,000**. 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 service | $0* |
| 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 Ticket Program Manager, including training, and technical assistance support, and data collection and reporting | $15,808,000 |
| **Total** | | **$15,808,000** |

* 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 60,810. However, we are currently reporting a burden of 78,309 hours. The increase in burden is due to adding new information collections. These figures represent current Management Information data.

Note: The total burden reflected in ROCIS is **85,161**, while the burden cited in #12 of the Supporting Statement is **78,309**. This discrepancy is because the ROCIS burden reflects the learning costs. In contrast, the chart in #12 of the Supporting Statement 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**

**Paper Forms**

*We* will not publish the OMB approval expiration date. OMB granted SSA an exemption from the requirement to print the OMB expiration date on its program forms. SSA produces millions of public-use forms with life cycles exceeding those of an OMB approval. Since SSA does not periodically revise and reprint its public-use forms (e.g.,

on an annual basis), OMB granted this exemption so SSA would not have to destroy stocks of otherwise useable forms with expired OMB approval dates, avoiding Government waste.

**Internet Forms**
SSA is not requesting an exception to the requirement to display the OMB approval expiration date.

**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. Collections of Information Employing Statistical Methods

SSA does not use statistical methods for this information collection.