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

Revisions to the Collection Instruments

- **Change #1:** We are adding the follow data collections to this clearance package:
  - EN Ticket Unassignment Request Form
  - Alternate Workstation Request Form
  - Administrative Employment Network (EN) Site Visit Questionnaire
  - Traditional Employment Network (EN) Site Visit Questionnaire
  - TPA Termination Form

Justification #1: We are adding these new data collections for the reasons listed below:

- **EN Ticket Unassignment Request Form**: We are adding the EN Ticket Unassigment Request Form to allow Employment Networks (ENs) to request the unassingmnt of a ticket when they are unable to or unwilling to provide services to a Ticketholder, or when contact with the Ticketholder has been lost despite all reasonable efforts. The Ticket to Work (TTW) program requires ENs to use the Ticket Portal to unassign tickets whenever possible, however if the Ticket Portal is unavailable or they cannot complete the unassignment electronically for some reason, this form provides an alternative method for submitting the request to the Ticket Program Manager (TPM). Collecting this data enables SSA to accurately process and document the unassignment of tickets, ensuring proper recordkeeping and compliance with program requirements. The EN Ticket Unassignment Form streamlines the process for ENs to formally request ticket unassignments and supports the integrity of the Ticket program.

- **Alternate Workstation Request Form:** We are adding the Alternate Workstation Request Form to document and assess the suitability of alternate workstations for EN staff who wish to work outside secure areas, ensuring that Personally Identifiable Information is adequately protected in compliance with the Ticket Program Agreement (TPA). The Alternate Workstation Request Form helps SSA uphold data security standards and program integrity by ensuring that all alternate workstations meet federal requirements for protecting sensitive information.

- **Administrative Employment Network (EN) Site Visit Questionnaire:** We are adding the Administrative EN Site Visit Questionnaire to enable SSA to maintain effective oversight, ensure compliance with federal requirements, and evaluate the overall effectiveness, accessibility, and quality of services provided under the Ticket program. 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 supports SSA's efforts to enhance program management, identify areas for improvement, and promote best practices

among participating Administrative ENs.

- **Traditional Employment Network (EN) Site Visit Questionnaire:** We are adding the Traditional EN Site Visit Questionnaire to gather comprehensive information about traditional EN's operations, accessibility, security, partnerships, and service delivery during the site visit process. A Traditional EN provides employment and other support services directly to Ticketholders (most ENs fall into this category). Collecting this data enables SSA to maintain effective oversight, ensure compliance with federal requirements, and evaluate the overall effectiveness, accessibility, and quality of services provided under the Ticket program. The Traditional EN Site Visit Questionnaire supports SSA's efforts to enhance program management, identify areas for improvement, and promote best practices among participating Traditional ENs.

- **TPA Termination Request**: We are adding the TPA Termination Request Form to allow ENs to formally request termination of their TPA with the Ticket program. Collecting this data enables SSA to process termination requests, unassign all tickets assigned to the EN, and maintain accurate records of program participation. The TPA Termination Request Form ensures that SSA can efficiently manage EN participation and uphold program integrity.

Annual Performance Outcome Report

We are making the following revisions to the Annual Performance Outcome Report:

- **Change #2:** We are making revisions to the data elements, listed in Attachment C.3 which contains the a comprehensive list of the data elements in the original version and proposed revised version of the APOR and details the change, if any, by element. t. A summary of the number of changes is provided below:
  - Number of fields with no changes: 3*
  - Number of fields revised: 10
  - Number of fields added: 8
  - Number of fields removed: 22

  **Number of fields with no changes includes fields with question number changes only.*

  The changes in these fields include:
  - Revising instructions for clarity
  - Updating contact information
  - Removing redundant questions now covered by other systems or annual reviews
  - Adding questions on outreach activities and Ticketholder outcomes
  - Streamline reporting and reducing unnecessary data collection.
  - Ensuring compliance with recent Executive Orders on demographic information.
  - Improving data accuracy, enhance program oversight, and reflect current practices.

  Justification #2: We are making the revisions *to* increase the functionality of the report and improve the relevance of the data collected.

Paper SSA-1370:

We are making the following revisions to the paper SSA-1370.

- **Change #3**: We are revising the data element for form SSA-1370. Attachment H.3 contains a comprehensive list of the data elements in the original version and proposed revised version of the form SSA-1370 and details the change, if any, by element. A summary of the number of changes is provided below:

  Number of fields with no changes: 14*
  Number of fields revised: 16
  Number of fields added: 4
  Number of fields removed: 10
  **Number of fields with no changes includes fields with question number changes only.*

  The changes in these fields include:
  - Improving clarity, consistency, and usability
  - Streamlining language and updating terminology to match current program requirements
  - Consolidating redundant sections
  - Enhancing instructions for compliance and proper documentation
  - Reducing confusion and facilitating accurate data collection
  - Better supporting the IWP as an employment planning tool

  Justification #3: We are revising to increase the functionality of the form and enhance clarity, consistency, and usability for respondents while ensuring compliance with current program requirements.

Paper SSA-1373:

We are making the following revisions to the paper SSA-1373.

- **Change #4**: We are revising the data element for form SSA-1373, and we are changing the name of the form from EN Supplemental Earnings Statement to Insufficient Primary Evidence form. Attachment I.3 contains a comprehensive list of the data elements in the original version and proposed revised version of the form SSA-1373 and details the change, if any, by element. A summary of the number of changes is provided below:

  Number of fields with no changes: 2*
  Number of fields revised: 6
  Number of fields added: 0
  Number of fields removed: 1
  **Number of fields with no changes includes fields with question number changes only.*

  The changes in these fields include:
  - Revising the form title and instructions to clarify purpose
  - Updating terminology
  - Modifying questions for clarity and consistency with program language

- Enhancing usability and support efficient processing of insufficient primary evidence cases.

Justification #4: We are revising the name of the form to better clarify the purpose of the form. We are revising the data elements to increase the functionality of the form and improve clarity, accuracy, and ease of use for both respondents and reviewers.

Paper SSA-1374:

We are making the following revisions to the paper SSA-1374.

- **Change #5:** We are revising the data element for form SSA-1374. Attachment J.3 contains a comprehensive list of the data elements in the original version and proposed revised version of the form SSA-1374 and details the change, if any, by element. A summary of the number of changes is provided below:

  Number of fields with no changes: 24*
  Number of fields revised: 13
  Number of fields added: 90
  Number of fields removed: 0
  **Number of fields with no changes includes fields with question number changes only.*

  The changes in these fields include:

  - Revising the instructions for clarity and accuracy
  - Adding sections/questions on service areas, employee and portal user updates, service site locations, and administrative affiliates
  - Updating the form to reflect the new submission process and formalize procedures previously handled by email
  - Supporting maintenance of current EN records
  - Ensuring compliance with program requirements

  Justification #5: We are revising to increase the functionality of the form and improve the clarity, accuracy, and efficiency of collecting and updating EN information.

Paper SSA-1375:

We are making the following revisions to the paper SSA-1375.

- **Change #6:** We are revising the data element for form SSA-1375. Attachment K.3 contains a comprehensive list of the data elements in the original version and proposed revised version of the form SSA-1375 and details the change, if any, by element. A summary of the number of changes is provided below:

  Number of fields with no changes: 27*
  Number of fields revised: 5
  Number of fields added: 1
  Number of fields removed: 1

**Number of fields with no changes includes fields with question number changes only.*

The changes in these fields include:

- Revising terminology for clarity and consistency with program language
- Updating earnings threshold and year to reflect current TWL requirements
- Updating the fax number
- Clarify response options for certain questions

Justification #6: We are revising to increase the functionality of the form and improve clarity, accuracy, and consistency with current program requirements and terminology.

Paper SSA-1389:

We are making the following revisions to the paper SSA-1389.

- **Change #7:** We are revising the data element for form SSA-1389. Attachment M.3 contains a comprehensive list of the data elements in the original version and proposed revised version of the form SSA-1389 and details the change, if any, by element. However, we are only updating the fax number in the Paperwork Reduction Act Statement to reflect the current Ticket Program Manager (TPM) fax number. Therefore, we are making no changes to any of the main data fields on the form.

  Justification #7: We are revising to increase the functionality of the form by ensuring that the contact information is accurate and up to date.

Paper SSA-1391:

We are making the following revisions to the paper SSA-1391.

- **Change #8**: We are revising the data element for form SSA-1391. Attachment N.3 contains a comprehensive list of the data elements in the original version and proposed revised version of the form SSA-1391 and details the change, if any, by element. A summary of the number of changes is provided below:

  Number of fields with no changes: 18*
  Number of fields revised: 2
  Number of fields added: 0
  Number of fields removed: 0
  **Number of fields with no changes includes fields with question number changes only.*

  The changes in these fields include:

  - Updating the instructions to reference current resources
  - Clarifying when we require specific information
  - Updating the fax number in the PRA Statement

Justification #8: We are revising to increase the functionality of the form and improve clarity for users by updating instructions, clarifying requirements, and ensuring the information is current and relevant.

Paper SSA-1401:

We are making the following revisions to the paper SSA-1401.

- **Change #9:** We are revising the data element for form SSA-1401. Attachment O.3 contains a comprehensive list of the data elements in the original version and proposed revised version of the form SSA-1401 and details the change, if any, by element. A summary of the number of changes is provided below:

  Number of fields with no changes: 22*
  Number of fields revised: 9
  Number of fields added: 7
  Number of fields removed: 0
  **Number of fields with no changes includes fields with question number changes only.*

  The changes in these fields include:
  - Updating terminology
  - Expanding sections to document additional parties in split payment requests
  - Revising instructions and response options for clarity

  Justification #9: We are revising to increase the functionality of the form and improve clarity, accuracy, and alignment with current program terminology and processes.

WISE Registration Page

We are making the following revisions to the Wise Registration Page.

- **Change #10**: We are revising the data element for form SSA-1401. Attachment Q.3 contains a comprehensive list of the data elements in the original version and proposed revised version of the WISE Registration Page and details the change, if any, by element. A summary of the number of changes is provided below:

  Number of fields with no changes: 7*
  Number of fields revised: 2
  Number of fields added: 1
  Number of fields removed: 6
  **Number of fields with no changes includes fields with question number changes only.*

  The changes in these fields include:
  - Clarifying registration instructions
  - Removing unnecessary fields
  - Updating response options

- Adding an option to sign up for email updates

Justification #10: We are revising to increase the functionality of the registration page and improve the clarity and accuracy of the information collected from registrants.

Paper SSA-1365:

We are making the following revisions to the paper SSA-1365.

- **Change #11**: We are discontinuing the SSA-1365

  Justification #11: We are discontinuing the SSA-1365, because we require the state agencies to use the Ticket portal.

- **Change #12**: We are discontinuing the WISE Webinar Survey

  Justification #12: SSA conducted the WISE webinars to assess the levels of understanding and awareness that participants gain from attending these events. We now have this knowledge and no longer need to administer.

- **Change #13**: We are revising the Supporting Statement format from the previous format in 2023 by adding letters by each component of the TTW program.

  Justification #13: We are revising the Supporting Statement format for clarity.

Public Comments on the Information Collection

60-Day Comment Period Federal Register Notice (FRN):

The 60-day Comment Period began on September 24, 2026, and ended on November 23, 2026, at 11:59pm. We received 16 public comments on the 60-Day Comment Period FRN from **13** commenters, most of whom are Employment Networks or Employment Network staff members. We acknowledge and appreciate the thoughtful feedback from the commenters, and we responded to the comments below:

Comments on the Ticket to Work and Self-Sufficiency Program

- **Comment #1:** Several commenters opine that SSA should expand provider-assisted reporting by allowing Employment Networks (ENs) to help beneficiaries understand work incentives, collect wage documentation, meet reporting requirements, and communicate with SSA, particularly for individuals facing digital access, disability, transportation, or scheduling barriers.

  SSA Response #1: SSA recognizes the important role ENs play in assisting Ticketholders to enter the workforce and maintain employment. This information collection request (ICR),

however, is limited to the collection of information SSA uses to administer and oversee the Ticket to Work program, including the forms and processes. This collection does not address SSA's broader beneficiary wage-reporting processes or create new mechanisms for ENs to report wages, work activity, or changes in beneficiary contact information for purposes outside of the Ticket program. As we account for wage reporting, work activity, and other beneficiary information under other OMB numbers, we will share this comment with the appropriate stakeholders and respond separately from this information collection.

- **Comment #2:** Several commenters request that SSA establish a dedicated EN reporting unit to receive, process, and confirm employment, wage, and beneficiary contact information submitted by authorized ENs. The commenters also suggest that timely processing would improve record accuracy, prevent avoidable overpayments, reduce appeals and administrative burdens, and strengthen coordination among beneficiaries, ENs, and SSA.

  SSA Response #2: SSA recognizes the importance of timely processing of wage, employment, and contact information submitted by ENs. The establishment of a dedicated EN reporting cadre or centralized unit to receive, process, and confirm beneficiary wage, work activity, and contact information would involve broader operational, systems, policy, and resource considerations, which will take time for us to consider. In the meantime, under this information collection, we are seeking OMB approval to continue, revise, add, or discontinue specific Ticket program information collection used for payment processing, service-provider oversight, and program administration. We will consider this request for a future time.

- **Comment #3:** Several commenters request that SSA validate burden estimates for Ticket to Work reporting. These commenters note that gathering wage records, contacting beneficiaries, preparing submissions, monitoring status, resubmitting information, and resolving discrepancies often take longer than current estimates suggest, and future assessments should include information from the ENs so estimates reflect real-world operations.

  SSA Response: SSA recognizes the time ENs may spend gathering wage records, contacting Ticketholders, preparing submissions, monitoring submission status, resubmitting information, and resolving discrepancies. The burden estimates in this package apply only to the specific forms and Ticket program processes covered by this ICR, they do not include broader Ticket service provider case-management and service provision activities. SSA calculated the burden estimates for this ICR using current management information from our data and from the data we receive from ENs; experience with previous versions of these information collection instruments; and experience with similar information collections. These estimates represent the average time needed to learn about the program; receive notices as needed; read and understand instructions; gather the data and documents needed; answer the questions and complete the information collection instrument; schedule any necessary appointment or required phone call; consult with any third parties (as needed); and wait to speak with SSA employees (as needed). As these estimates reflect an average of all

respondents, we also understand that some responses may take longer or shorter timeframes to complete; however, our management information shows these figures as the average times for submission for each information collection. If you have specific comments or questions regarding the burden estimate for a particular information collection instrument included in this ICR, SSA encourages you to submit a separate comment identifying the specific instrument and the basis for the suggested burden estimate.

- **Comment #4:** Several commenters recommend SSA continue engagement with ENs, Vocational Rehabilitation agencies, beneficiaries, advocates, and other partners to help future requirements support program integrity and effective service delivery.

  SSA Response: SSA appreciates the recommendation for continued engagement with ENs, State VR agencies, Ticketholders, advocates, and other stakeholders. SSA recognizes the value of stakeholder input in informing the administration of the Ticket to Work program. While this ICR does not establish stakeholder-engagement activities, SSA will consider relevant feedback in future program planning.

- **Comment #5:** Several commenters suggested that SSA create an online version of the SSA-3288, Consent for Release of Information.

  SSA Response: We already have an online version of the SSA-3288 (OMB No. 0960-0566) through our Upload Documents portal (OMB No. 0960-0830), as well as the new online only SSA-2288, Request for Individual Access to Record Protected Under the Privacy Act (OMB No. 0960-0848). While discussion of these forms is out of scope for this information collection; we will pass these comments on to our Privacy staff for their consideration.

- **Comment #6:** Several commenters request that SSA conduct mandatory training for SSA employees on the Ticket Program to highlight what the program does for disability claimants, and how it helps them. In addition, these commenters suggest that SSA employees provide better information to beneficiaries regarding Ticket to Work reporting requirements, available work incentives, and potential consequences of employment. They opine that education should be part of the process, not an afterthought. One commenter also requested that SSA ensure employes treat beneficiaries with respect, avoid personal accusations, and show professional accountability.

  SSA Response: We already provide training to SSA staff on the Ticket Program but will review our current practices to ensure they are up to date and consider all of the information needed for SSA employees to better assist with oversight of the Ticket to Work program, and explain the program to eligible beneficiaries and recipients. In addition, we remind our employees to treat all members of the public with respect and dignity and strive to help the public in a professional manner. While we understand there may be some disagreements, we ask our employees to engage professionally and respectfully to resolve them. If, however, members of the public believe that an SSA employee leveed a personal accusation or in any

other way discriminated against them, we recommend those members of the public inform us so that we can investigate the matter.

- **Comment #7:** Several commenters request that SSA update and modernize our payment systems and process for streamlining determinations, including the removal of processing delays for Ticket to Work requests.

  SSA Response: We understand the need to ensure our payment systems and our processes for streamlining determinations are reviewed and revised as needed. We continue to explore options for updating our payment processes to reduce the backlog. In addition, we are also working on streamlining determinations.

- **Comment #8:** One commenter suggests that SSA should ensure that reporting of employment, earnings, and changes in circumstances should be both simple and accessible for beneficiaries to ensure proper payments and avoid overpayments. This commenter asks that SSA recognize that reporting burdens extend beyond completing the forms, and include gathering documentation, waiting for assistance, repeated calls, resubmitting records, and correcting errors. Therefore, SSA should include time for these actions within the reported time burden on the public.

  SSA Response: We created the Ticket Portal to make reporting requirements easier for all respondents of the Ticket to Work program. In addition, while it is out of scope for this information collection, we also ensure we have several methods for submission for most of SSA's information collections, including online and electronic options, in-person and telephone interviews, and paper forms. In this way, we ensure respondents have ample options for submitting information to SSA. As mentioned in our response to Comment #3 above, when we calculate our burden estimates, the figures represent the average time needed to learn about the program; receive notices as needed; read and understand instructions; gather the data and documents needed; answer the questions and complete the information collection instrument; schedule any necessary appointment or required phone call; consult with any third parties (as needed); and wait to speak with SSA employees (as needed). As these estimates reflect an average of all respondents, we understand that some responses may take longer or shorter timeframes to complete; however, our management information shows these figures as the average times for submission for each information collection.

- **Comment #9:** One commenter suggests that SSA ensure that applicable protections against credit reporting during pending appeals are followed and that SSA promptly correct inaccurate credit information. In addition, this commenter suggests that SSA allow beneficiaries the right to challenge overpayment decisions without facing damage to their credit.

SSA Response: We already have policies and procedures in place for dealing with overpayments and credit reporting. We will keep these suggestions in mind the next time we review those policies and procedures.

- **Comment #10:** One commenter suggested that SSA leverage existing digital submission methods, such as mySocial Security accounts, the GSO website, and the Ticket to Work Portal to facilitate secure information sharing between beneficiaries, ENs, and SSA. This commenter recommends functionality that allows beneficiaries to designate their EN, electronically authorize information sharing, securely exchange documents, and mange or revoke authorizations. This commenter believes allowing this kind of automation would reduce redundant requests, improve access to timely and accurate information, and decrease unnecessary contacts with SSA field offices and telephone centers. In addition, this commenter suggests using these current electronic methods to reduce duplicative payment letters and paper correspondence.

  SSA Response: We utilize our current electronic systems as much as possible, but we are always open to suggestions to improve them. We will consider these comments for any future revisions, as our existing systems are not currently able to function in these ways.

- **Comment #11:** One commenter suggested that we integrate the new Alternate Workstation Request form, and the current Annual Performance Outcome Report in the Ticket Portal so that ENs can maintain employee work from home information on a real-time basis, and allow ENs to provide information for the annual report electronically.

  SSA Response: The Alternate Workstation Request Form is a fillable PDF which respondents submit via email to ensure that respondents can submit it electronically. In addition, the Annual Performance Outcome Report (APOR) is within an online survey platform, which allows for even easier electronic submission. While we understand the request to add these to the Ticket Portal, right now the Ticket Portal is not built to handle the processing of the Alternative Workstation Request form or the APOR. These changes would require substantial system development and security enhancements. However, SSA will consider this suggestion for future Ticket Portal enhancements.

- **Comment #12:** One commenter suggests that SSA provide ENs timely notification of when a beneficiary request an unassignment, including the effective date and appropriate status information. This commenter suggests SSA should update the Ticket Portal to allow for this functionality.
  SSA Response: We utilize our Ticket Portal as much possible, but we are always open to suggestions for improvement. We will consider these comments for future revisions, as current system is not able to function in this way.

- **Comment #13:** One commenter recommends that SSA allow authorized EN management to make routine staff and contact changes through the Ticket Portal to reduce workloads required from repeatedly submitting the same information through separate forms and manual processes.

  SSA Response: While we understand the suggestion for us to update the Ticket Portal to include changes to the Ticket Program Agreement, our current Ticket Portal system is not currently built to handle the processing of the Ticket Program Agreement Change Form, SSA-1374, which is why we offer it as a fillable PDF which ENs can email to us. As these changes would require substantial system development and security enhancements, we will consider this suggestion for future Ticket Portal enhancements.

- **Comment #14:** Two commenters submitted comments on the SSA-1370, Ticket to Work Program, Individual Work Plan. One of those commenters suggests that it takes longer than 60 minutes to complete the form and may actually take several 60-minute sessions to do so. The other commenter notes that the SSA-1370 is necessary to establish the primary goals of the Ticket Holders and establish expected services, as it serves as a contract between the EN and the Ticket Holder. The second commenter opines that SSA should ensure respondents clearly identify specific services.

  SSA Response: As we mentioned above, when we calculate our burden estimates, they represent the average time needed to learn about the program; receive notices as needed; read and understand instructions; gather the data and documents needed; answer the questions and complete the information collection instrument; schedule any necessary appointment or required phone call; consult with any third parties (as needed); and wait to speak with SSA employees (as needed). As these estimates reflect an average of all respondents, we also understand that some responses may take longer or shorter timeframes to complete; however, our management information shows these figures as the average times for submission for each information collection. In addition, we agree that Form SSA-1370 serves as a contract between the Ticketholder and the EN; therefore, we ask respondents to complete it as thoroughly as possible.

- **Comment #15:** One commenter opines that the SSA-1375, Progress Review Form needs revision before we reinstate it. The commenter recommends that SSA clarify whether the Ticket Holder will always complete this form in the presence of EN staff or on their own. In addition, the commenter suggests that SSA update the instructions to clarify which sections the respondent needs to complete. In addition, the commenter suggests that SSA pre-fill the form with the first 12-month progress information. Finally, the commenter recommends that SSA clarify the terms “Certifying Agency” and “PID.”

SSA Response: We thank the commenter for these suggestions and will consider them when we are reviewing the SSA-1375 prior to reinstating its use.

- **Comment #16:** One commenter suggests that SSA remove the Proof of Relationship requirement for Phase 1 Milestone 1 to Milestone 3 to reduce administrative burden, and should continue to offer submission of paystubs to expedite payments as an ongoing option. This commenter also suggests that it is important for ENs to clearly identify and report on specific services in the Annual Performance Outcome Report, particularly services that directly benefit beneficiaries and support informed decision-making.

  SSA Response: We thank the commenter for these suggestions and will consider then when we next update these information collections.