Comprehensive List of SSA-1370 Data Elements

This table provides a comprehensive list of the data elements in the original version and proposed revised version of the Form SSA-4570 (Individual Work Plan [IWP]) and details the change, if any, by field.

SSA-1370 – Original Version			SSA-1370 – Revised Version			Revision Notes
Q#	**Question**	**Response Options**	**Q#**	**Question**	**Response Options**	
Title	Ticket to Work Program INDIVIDUAL WORK PLAN (IWP)	N/A	Title	Ticket to Work Program INDIVIDUAL WORK PLAN (IWP)	N/A	*No change.*
Part 1title	Part One: Employment Network and Ticketholder Contact Information	N/A	Part A title	Part A: Employment Network (EN) and Ticketholder Contact Information	N/A	Part title revision – Introducing and defining the acronym EN for Employment Network at first use to improve readability and ensure consistency. Revised the hierarchical numbering/lettering formatting throughout the form to conform to standardized federal listing conventions. This change is administrative in nature, improves clarity and reference-ability, and does not affect the substance or respondent burden of the IWP.
1-1a	Employment Network Name	[Open response]	A-1a	EN Name	[Open response]	Question revision – Revised for clarity and consistency.
1-1b	DUNS	[Open response]	A-1b	PID	[Open response]	Question revision – Revised this language to align with the federal government's discontinuation of the use of Data Universal Numbering System (DUNS) for entity identification. As of April 4, 2022, DUNS numbers were no longer accepted from SAM.gov entity registration. As a result, the Ticket program transitioned all entities from DUNS to the use of Provider Identification (PID) numbers.
			A-1c	Administrative EN Affiliate Name (if applicable)	[Open response]	New question added – Added this data element to ensure accurate tracking and oversight of the entities working with Ticketholders.
1-1c	Address	[Open response]	A-1d	EN Address	[Open response]	Question revision – Revised for clarity and consistency.
1-1d	Telephone	[Open response]	A-1e	EN Telephone	[Open response]	Question revision – Revised for clarity and consistency.

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1-1e	Email	[Open response]	A-1f	EN Email	[Open response]	Question revision – Revised for clarity and consistency.
1-1f	Business Model (Select one Ticketholder service model)	Administrative; Consumer Directed Services; Employer or Employer Agent; Traditional Services	A-1g	Business Model (Select one service model)	Traditional; Administrative	Question and response options revision – Updated our terminology to reflect recent changes in the Ticket program. The Consumer Directed Services Model was eliminated from the program as of 2024. Similarly, the Employer EN and Employer Agent models was eliminated from the program. Simplified "Traditional Services" by removing the word "Services" to reduce confusion. Additionally, we took out the word Ticketholder to clarify the intention of the subsection. These revisions streamline our language while preserving the intended meaning.
1-2a	Ticketholder's Name	[Open response]	A-2a	Ticketholder's Name	[Open response]	*No change.*
1-2b	SSN	[Open response]	A-2b	SSN	[Open response]	*No change.*
1-2c	Address	[Open response]	A-2c	Address	[Open response]	*No change.*
1-2d	Telephone	[Open response]	A-2d	Telephone	[Open response]	*No change.*
1-2e	Email	[Open response]	A-2e	Email	[Open response]	*No change.*
			A-3 Instructions	Ticketholder’s Alternate Contact (Optional)	N/A	New instructions added – Added this clarification, so the Ticketholder is aware that they have the option to give an alternate point of contact. In the current version, it appears mandatory.
1-3a	Ticketholder's Alternate Contact Name	[Open response]	A-3a	Name	[Open response]	Question revision – Revised for clarity and consistency.
1-3b	Relationship to Ticketholder	[Open response]	A-3b	Relationship to Ticketholder	[Open response]	*No change.*
1-3c	Address	[Open response]	A-3c	Address	[Open response]	*No change.*
1-3d	Telephone	[Open response]	A-3d	Telephone	[Open response]	*No change.*
1-3e	Email	[Open response]	A-3e	Email	[Open response]	*No change.*
Part 2 title	Part Two: Documentation of EN-Ticketholder Discussion	N/A	Part B title	Part B: Employment Plan	N/A	Part title revision – Revised to better reflect the content of this section that remains after removing the recent work history section.

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Section 2 title	Section 2: Ticketholder's Recent Work History	N/A				Existing section title removed – Removed the recent work history section since it does not directly support the purpose of the IWP as an employment planning tool.
2-2-1	Check all that apply	Currently working; No earnings in the past 18 months; Earnings in the month prior to the month Ticket assigned; Earnings in 3 of the past 6 months; Earnings in 6 of the past 12 months; Earnings in 12 of the past 18 months				Existing question removed – Removed the recent work history section since it does not directly support the purpose of the IWP as an employment planning tool.
2-2-2	List all work and earnings during the last 18 months (most recent employer first)	Table [Employer; Job Title; Start Date; End Date; Hourly Wage; Weekly Hours]				Existing question removed – Removed the recent work history section since it does not directly support the purpose of the IWP as an employment planning tool.
Section 3 title	Section 3: Ticketholder's Employment Goals	N/A	Section 1 title	Section 1: Ticketholder's Individualized Employment Goals and Experience	N/A	Section title revision – Revised to capture both goals and experience as well as make clear to the EN the agency requirements for documenting the Ticketholder's employment goals.
2-3-1	Describe short-term goal (next 3-18 months)	[Open response]	A-1-A	Goal: Describe the Ticketholder's Individualized Employment Goal – Goal Must Be: Specific, Measurable, Attainable, Relevant, Time-based and Developed Collaboratively with Ticketholder.	[Open response]	Question revision – Consolidated the current short-term and long-term goals sections into a single Goals section to reduce public burden, eliminate potential confusion, and clarify that all goals must be individualized and written in accordance with the SMART (specific, measurable, achievable, relevant, and time-bound) framework
2-3-2	Describe long-term goal	[Open response]				
2-3-3a	Has the Ticketholder's previous employment provided any experience relative to the achievement of the: Short-term goal above?	Yes; No If "Yes" please explain [Open response]	A-1-B	Experience: Does the Ticketholder have any experience relative to the achievement of their individualized employment goal in Part B Section 2.A above (e.g. previous employment, education, volunteer activities, hobbies, etc.)?	Yes; No If "Yes" please explain [Open response]	Question revision – Consolidated the long-term and short-term questions in conformity with the new document. Additionally, we clarified the intent of the question to capture a broader range of relevant employment related experience.
2-3-3b	Has the Ticketholder's previous employment provided any experience relative to the achievement of the: Long term goal above?	Yes; No If "Yes" please explain [Open response]				

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2-3-4a	Does the Ticketholder require additional supports and services to achieve the: Short-term goal above?	Yes; No If "Yes" please explain [Open response]				Existing question removed – Removed this section because it is captured in the new Part B Section 3 EN Services and Supports (found on pages 3-6 of the revised IWP).
2-3-4b	Does the Ticketholder require additional supports and services to achieve the: Long-term goal above?	Yes; No If "Yes" please explain [Open response]				Existing question removed – Removed this section because it is captured in the new Part B Section 3 EN Services and Supports (found on pages 3-6 of the revised IWP).
Section 4 title	Section 4: EN Supports and Services	N/A	Section 2 title	Section 2: EN Services and Supports	N/A	Section title revision – Revised to conform with standardized language in the Ticket program.
2-4-1	Short-term (Initial Job Acquisition) - Check all blocks that apply and explain how the services contribute to achievement of the Ticketholder's short-term goal	Career Planning [Benefits counseling; Goal setting; Job coaching; Job development; Training; Other (specify)]; Job Placement Assistance [Job search; Job accommodation; Job placement; Other (specify)]	A-2-A	Initial Job Acquisition Services and Supports: Check all that apply. For each service and support selected during the Initial Job Acquisition Phase provide a detailed description of: (1) the specific assistance the EN will provide to the Ticketholder, including examples, and (2) how the assistance will help the Ticketholder achieve their goals.	Benefits Counseling (Provided by an SSA-approved Benefits Counselor); Career Planning; Job Placement; Job Accommodations; Job Coaching; Job Preparation; Mandatory Individualized Contact with Ticketholder (Monthly at a Minimum); Training; Other (specify)	Question and response options revision – Revised the question to conform with the standardized language in the Ticket program and improve the clarity and intent of the instruction. Revised the response options to streamline the section, eliminate redundancies, and improve usability for respondents. Alphabetizing the list of services enhances clarity and consistency, while the deletion and modification reduces potential confusion.
2-4-2	Long-term (Ongoing Employment Support) - Check all blocks that apply and explain how the services contribute to achievement of the Ticketholder's long-term goal	Regular follow-up with Ticketholder (mandatory); Job stabilization and retention; Career advancement counseling; Other (specify)	A-2-B	Ongoing Employment Services and Supports: Check all that apply. For each service and support selected during the Ongoing Support Phase provide a detailed description of: (1) the specific assistance the EN will provide to the Ticketholder, including examples, and (2) how the assistance will help the Ticketholder achieve their goals.	Career advancement counseling; Job stabilization and retention; Mandatory Individualized Contact with Ticketholder (Quarterly at a Minimum); Other (specify)	Question and response options revision – Revised the question to conform with the standardized language in the Ticket program and improve the clarity and intent of the instruction. Revised the response options to clarify that mandatory contact must be individualized and done on a regular basis. Additionally, alphabetizing the list of services enhances clarity and consistency.
2-4-3	Will the EN directly provide the supports and services above?	Yes; No	A-2-C	Will the EN or the Administrative EN Affiliate (if applicable) directly provide all the supports and services in Part B Sections 2.A and 2.B above	Yes; No	Question revision – Revised to improve the language.

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2-4-4	If known, list the names of the provider(s) to whom you will refer the Ticketholder, along with the services provided.	[Open response]	A-2-C	If "No", list the name of the organization(s), the name(s) of direct provider(s), and the services they will deliver to the Ticketholder.	Table [Organization; Direct Provider(s) Name; Services Provided]	Question and response options revision – Revised to improve the language and adding a chart, so the government knows exactly who is providing all supports and services and what services are being provided to the Ticketholder.
2-4-5	Will the EN coordinate or arrange for medical and/or related health services to the Ticketholder?	Yes; No If "Yes," please explain [Open response]				Existing question removed – Removed question because it is not relevant to the responsibilities of the EN and therefore unnecessary.
			Part C title	Part C: Discussion Documentation	N/A	Part title added – Relocated the discussion information.
Section 1 title	Section 1: Discussion Arrangement	N/A				Existing section title removed – Relocated the discussion information.
2-1-1	Date of Discussion	[Open response]	C-1	Date of Discussion	[Open response]	*No change.*
2-1-2	Discussion Modality	Face to Face; Telephone; Other (Explain)	C-2	Discussion Modality	In-person; Telephone; Virtual; Other (Explain)	Response options revision – Relocated and updated the discussion information to better align with current interview modalities, remove unnecessary information, and improve the logical flow and clarity of the IWP.
2-1-3	Location	[Open response]				Existing question removed – Relocated and updated the discussion information to better align with current interview modalities, remove unnecessary information, and improve the logical flow and clarity of the IWP.
2-1-4	Duration	[Open response]				Existing question removed – Relocated and updated the discussion information to better align with current interview modalities, remove unnecessary information, and improve the logical flow and clarity of the IWP.

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2-1-5	Name and Position of EN Interviewer	[Open response]	C-3	Name of EN Interviewer:		Question revision – Relocated and updated the discussion information to better align with current interview modalities, remove unnecessary information, and improve the logical flow and clarity of the IWP.
			C-4	Position of EN Interviewer		Question revision – Relocated and updated the discussion information to better align with current interview modalities, remove unnecessary information, and improve the logical flow and clarity of the IWP.
Part 3 title	Part Three: IWP Terms and Conditions	N/A	Part D title	Part D: IWP Terms and Conditions	N/A	*Part numbering change only – no change to title.*

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Terms and Conditions 1 -	The following terms and conditions apply to the EN and the Ticketholder identified in Part One above: 1.) The EN and the Ticketholder shall inform one another immediately of any changes in the contact information shown in Part One above. 2.) The Ticketholder shall report all earnings to the EN and to Social Security. 3.) The Ticketholder shall authorize the EN to contact employers on the Ticketholder's behalf, as necessary, to verify or obtain evidence of the Ticketholder's work and earnings. 4.) The EN may not request or accept compensation from the Ticketholder for the costs of services and supports provided the Ticketholder under the IWP. 5.) The EN shall use only qualified employees and/or providers to provide supports and services to the Ticketholder. 6.) The EN shall establish and explain to the Ticketholder a process to resolve any disputes that arise under this IWP, including the process for escalating an unresolved dispute to Social Security. 7.) The EN shall inform the Ticketholder of the availability of, and contact information for, free protection and advocacy services under the Protection and Advocacy for Beneficiaries of Social Security program. 8.) The EN shall inform the Ticketholder of annual Timely Progress Reviews (TPR) performed by Social Security to assess the	N/A	Terms and Conditions 1 - 14	The following terms and conditions apply to the EN and the Ticketholder: 1.The EN and the Ticketholder shall inform one another immediately of any changes in the contact information shown in Part A above.2.The Ticketholder shall report all earnings to the EN and to Social Security: (a) For SSDI and SSI, the Ticketholder shall report earnings via your mySocialSecurity account or to your local Field Office, (b) SSI only, you can additionally report via the SSA Mobile Wage Reporting App or Telephone Wage Reporting. You might not have to report your wages every month to SSA if they are received through Payroll Information Exchange (PIE). To learn more, visit:www.ssa.gov/ssi/spotlights/spotpie.htm and www.ssa.gov/ssi/spotlights/spot-reporting-earnings.htm.3.The Ticketholder may authorize the EN to contact employers on the Ticketholder's behalf, as necessary, to verify or obtain evidence of the Ticketholder's work and earnings.4.The EN may not request or accept any payment or compensation from the Ticketholder for services and supports provided to the Ticketholder under the IWP.5.The EN shall use only qualified employees or providers who passed the required Suitability Clearance to provide services and supports to the Ticketholder.6.The EN shall explain to the Ticketholder their SSA approved dispute resolution process.7.The EN shall inform the Ticketholder of the availability of, and contact information for, free protection and advocacy services under the Protection and Advocacy for Beneficiaries of Social Security program. 8. The EN shall inform the Ticketholder of annual Timely Progress Reviews (TPR) performed by		Terms and conditions revision – Minor editorial revisions to improve clarity and correct grammar in addition to updating the wage reporting requirements for the agency.

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Terms and Conditions 15	Are there any other terms and conditions relating to the implementation and administration of this IWP?	Yes; No If "Yes," list additional terms and conditions [Open response]	Terms and Conditions 16	Are there any other terms and conditions relating to the implementation and administration of this IWP?	Yes; No If "Yes," list additional terms and conditions [Open response]	*No change.*
Statement	I choose to participate in the Ticket to Work Program with the Employment Network (EN) named below. I understand that my EN will provide me employment support to help me find a job, increase my earnings, and reduce my reliance on cash benefits. I have read and understand the requirements, obligations, terms, and conditions expressed in this IWP. I declare under penalty of perjury that I have examined all the information on this form, and on any accompanying statements or forms, and it is true and correct to the best of my knowledge.	N/A	Statement	I choose to participate in the Ticket to Work Program with the Employment Network (EN) named in Part A.1 of this document. I understand that my EN will provide me employment support to help me find a job, increase my earnings, and reduce my reliance on cash benefits. I have read and understand the requirements, obligations, terms, and conditions expressed in this IWP. I declare under penalty of perjury that I have examined all the information on this form, and on any accompanying statements or forms, and it is true and correct to the best of my knowledge.	N/A	*Section reference change only – no other change.*
			Instructions	If Ticketholder is not legally able to sign this form, a legal representative must sign below on their behalf and provide documentation proving their authority to act for the Ticketholder.		New instructions added – Added to ensure compliance with legal requirements regarding participant consent and documentation.
3-1	Ticketholder Signature	[Signature]	D-1	Ticketholder Signature	[Signature]	*No change.*
3-2	*Ticketholder Signature* Date	[Open numeric date response]	D-2	*Ticketholder Signature* Date	[Open numeric date response]	*No change.*
			D-3	Legal Representative Signature	[Signature]	New question added – Added the designated signature line for a legal representative, when applicable, to support compliance with consent requirements and proper documentation when the Ticketholder is unable to legally sign.
			D-4	*Legal Representative Signature* Date	[Open numeric date response]	New question added – Added the designated signature line for a legal representative, when applicable, to support compliance with consent requirements and proper documentation when the Ticketholder is unable to legally sign.

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3-3	EN Representative Signature	[Signature]	D-5	EN Interviewer Signature	[Signature]	Question revision – Revised to clarify that the EN representative who conducts the interview with the Ticketholder must also be the individual who signs the IWP, for accountability and accuracy of the information collected.
3-4	*EN Representative Signature* Date	[Open numeric date response]	D-6	*EN Interviewer Signature* Date	[Open numeric date response]	*No change.*
3-5	EN Name	[Open response]				Existing question removed – Removed as information is already captured in Part A.