Administrative Employment Network (EN) Site Visit Questionnaire

Part I: General Information

{Interviewer(s) Instructions: Prefill Prior to Site Visit}

A) EN Information

EN Name			
EN Address			
Home Office	◯ Yes ◯ No		
EN Phone			
EN Provider Identification (PID)			
Agreement Number			
Original EN Award Date			
Current Award End Date			
Related EN(s)	1	2	3
Related EN(s) PID	1	2	3
Signatory Authority			
Ticketholder Contact			
Suitability Contact			
Payments Contact			
Ticket Portal Users			
Other Contacts			

B) Interview Participant Details

Date of Interview:	

Social Security Administration (SSA) Interviewer(s)			
Name:		**Position:**	
Name:		**Position:**	
Name:		**Position:**	
Name:		**Position:**	

Ticket Program Manager (TPM) Interviewer(s)			
Name:		**Position:**	
Name:		**Position:**	
Name:		**Position:**	
Name:		**Position:**	

EN Interviewee(s)			
Name:		**Position:**	
Name:		**Position:**	
Name:		**Position:**	
Name:		**Position:**	
Name:		**Position:**	
Name:		**Position:**	
Name:		**Position:**	
Name:		**Position:**	
Name:		**Position:**	
Name:		**Position:**	

Part II: Administrative EN Interview

A) Physical Accessibility of EN Location

{Interviewer(s) Instructions: Take note of the following. These are not questions for the EN.}

	Yes	No	N/A
1. Is the building accessible for people with disabilities?	◯	◯	◯
2. Are there accessible parking spaces?	◯	◯	◯
3. Are there ramps at entrance?	◯	◯	◯
4. Is the bathroom accessible for people with disabilities?	◯	◯	◯
5. Did interviewer see the accessibility features?	◯	◯	◯

B) Contract Administration

1. How many EN employees, excluding EN affiliate employees, work on the Ticket to Work agreement? ☐
2. How many EN employees, excluding EN affiliate employees, work with Ticketholders? ☐
3. How many EN affiliate organizations currently provide services to your assigned Ticketholders? ☐
4. What is the average EN staff to Ticketholder ratio for your affiliate organizations?

   ☐ En Affiliate Staff to ☐ Ticketholders
5. Are there certain qualifications your EN affiliate organizations must possess?

   ◯ Yes ◯ No

a. If yes, what are the qualifications?

- ☐ Benefits Counseling Experience
- ☐ Career Planning Experience
- ☐ Certification Credentials
- ☐ Counseling Experience(Other):
- ☐ Educational Experience
- ☐ Employment Support Experience
- ☐ Job Coaching Experience
- ☐ Job Placement Experience
- ☐ Ticket to Work Knowledge
- ☐ Other:

6. Have you informed SSA of all staffing changes for both your EN of record and your affiliate organizations since your award date?

○ Yes ○ No

7. Are all your EN main points of contact current, according to our list?

○ Yes ○ No

{Interviewer(s) Instructions: Show EN the list of main points of contact. If the EN answered No, instruct the EN to complete Form 1374: Ticket Program Agreement (TPA) Change Form (link: https://yourtickettowork.ssa.gov/resources/forms) and email it to ENService@ssa.gov within 3 business days}

C) Intake and Referrals:

1. Does your EN or EN affiliates use a screening process to determine which Ticketholders to work with?

   ◯ Yes ◯ No ◯ Sometimes

   {Interviewer(s) Instructions: If yes, collect the EN's documented screening process}

2. Does your EN or EN affiliates refer to Ticketholders to other organizations?

   ◯ Yes ◯ No ◯ Sometimes

   a. If yes or sometimes, which organizations do your EN or EN affiliates refer Ticketholders to?

      ☐ Other ENs

      ☐ Vocational Rehabilitation Agency (VR)

      ☐ Work Incentives Planning and Assistance (WIPA)

      ☐ Other Organizations:

   b. If yes or sometimes, under what circumstances do your EN or EN affiliates refer Ticketholders to these organizations?

      ☐ Distance

      ☐ Training or education

      ☐ WIPA/Benefits Counseling

      ☐ Other Organizations:

3. Does your EN have a written Partnership Plus agreement with a Vocational Rehabilitation Agency?

   ◯ Yes ◯ No

D) IWP

1. Which mode(s) of communication do your EN affiliates use to prepare Ticketholder IWPs?

   ☐ In person ☐ Telephone ☐ Virtual

   a. If by telephone or virtual, how do the EN affiliates obtain signatures?

   ☐ Electronic ☐ Fax ☐ Mail ☐ Other: _____

2. When completing the IWP, what work-related topics do your EN affiliates discuss with the Ticketholder?

   ☐ Benefits Counseling
   ☐ Career Advancement
   ☐ Career Planning
   ☐ Job Placement
   ☐ Job Accommodations
   ☐ Job Coaching
   ☐ Job Development
   ☐ Job Stabilization/Retention
   ☐ Training
   ☐ Other: _____

3. How do your EN affiliates describe the purpose of the Ticket program to Ticketholders?

   - ☐ Becoming financially independent
   - ☐ Explore work
   - ☐ Reduce dependency on cash benefits
   - ☐ Provide job skills to Ticketholder, but not get back to work
   - ☐ Support career development and employment
   - ☐ Does not describe purpose
   - ☐ Does not know
   - ☐ Other: _____

4. When completing the IWP with Ticketholders, do your EN affiliates explain the benefits and risks of work and earnings?

   ◯ Yes ◯ No

   a. If yes, how? _____

5. When completing the IWP, do your EN affiliates discuss the Ticketholders' responsibilities as a part of your agreement to work together?

   ◯ Yes ◯ No

   a. If yes, what are the Ticketholder's responsibilities?

   _____

{Interviewer(s) Instructions: Inform EN they must explain to the Ticketholder that failure to maintain contact will result in their Ticket being unassigned}

6. Does your EN or your EN affiliates explain Timely Progress Reviews (TPR) to Ticketholders?

   ◯ Yes ◯ No

   a. If yes, what are the Ticketholders' responsibilities?

7. What quality assurance procedures do your EN and your EN affiliates use to ensure IWPs are compliant prior to Ticket assignment?

8. Who signs the IWP?

   ☐ EN of Record (list all contacts)

   ☐ EN Affiliate Interviewer

   ☐ EN Affiliate (Other):

   ☐ Contractor

   ☐ Other:

{Interviewer(s) Instructions: if the answer is someone other than the person who interviews and completes the IWP with the Ticketholder, then reiterate that the interviewer must be the person signing the IWP}

9. Where are IWPs housed?

- ☐ Paper Copy with the EN of Record
- ☐ Electronic File with EN of Record
- ☐ Paper Copy with the EN Affiliate
- ☐ Electronic Copy with the EN Affiliate

{Interviewer(s) Instructions: if answer does not include EN of Record, remind EN of Record, per the TPA, they must have a copy of all IWPs}

10. How often does your EN, or your EN affiliate(s), review the IWP to ensure the goals and services/supports are still accurate?

- ☐ Weekly
- ☐ Monthly
- ☐ Quarterly
- ☐ Yearly
- ☐ Never
- ☐ Other:

11. Does your EN or the EN affiliates update IWPs?

- ◯ Yes
- ◯ No
- ◯ Sometimes

a. If yes, under what circumstances are IWPs updated?

- ☐ Goal Changes
- ☐ Employment Changes
- ☐ Scheduled Timeframe (e.g., yearly)
- ☐ Service and Supports Changes
- ☐ Other:

b. If no, how does your EN, or your EN affiliates, track that the Ticketholder continues to meet their goals and doesn't need any additional services and support?

- ☐ N/A – answered yes to question 11
- ☐ Call Log
- ☐ Case Notes
- ☐ IWP Addendum
- ☐ Other: _____

E) Communication

1. What methods does your EN of record use to communicate with Ticketholders?
   - ☐ Email
   - ☐ In-person
   - ☐ Mail
   - ☐ Telephone
   - ☐ Virtual (e.g., Zoom, Teams)
   - ☐ Other: _____
2. What methods do your EN affiliates use to communicate with Ticketholders?
   - ☐ Email
   - ☐ In-person
   - ☐ Mail
   - ☐ Telephone
   - ☐ Virtual (e.g., Zoom, Teams)
   - ☐ Other: _____

3. How often does your EN, or your EN affiliates, contact Ticketholders during the initial job acquisition phase?

   ◯ Weekly ◯ Yearly
   ◯ Monthly ◯ Never
   ◯ Quarterly ◯ Other:

{Interviewer(s) Instructions: If EN answered less frequently than monthly remind EN of Ticketholder contact requirements}

4. How often do your EN, or your EN affiliates, contact Ticketholders during the ongoing support phase?

   ◯ Weekly ◯ Yearly
   ◯ Monthly ◯ Never
   ◯ Quarterly ◯ Other:

{Interviewer(s) Instructions: If EN answered less frequently than quarterly remind EN of Ticketholder contact requirements}

5. What personalized methodologies does your EN of record use to communicate with Ticketholders?

   ☐ Email
   ☐ In-person
   ☐ Telephone
   ☐ Virtual (e.g., Zoom, Teams)
   ☐ Does Not Individualize Communication
   ☐ Other: _____

6. What personalized methodologies do your EN affiliates use to communicate with Ticketholders?

   - ☐ Email
   - ☐ In-person
   - ☐ Telephone
   - ☐ Virtual (e.g., Zoom, Teams)
   - ☐ Does Not Individualize Communication
   - ☐ Other: [ ]

7. Does your EN's telephone line have voicemail?

   ◯ Yes ◯ No

8. Do your EN affiliates' telephone line have voicemail?

   ◯ Yes ◯ No

9. How long does it usually take your EN to return telephone calls or emails from assigned Ticketholders?

   - ◯ Less than 24 hours
   - ◯ 24–48 hours
   - ◯ More than 48 hours

10. How long does it usually take your EN affiliates to return telephone calls or emails from assigned Ticketholders?

    - ◯ Less than 24 hours
    - ◯ 24–48 hours
    - ◯ More than 48 hours

11. What type(s) of communication do your EN or EN affiliates send to large groups of Ticketholders or prospective Ticket-assigned clients?

F) Tracking and Reporting

1. How does your EN manage and track communications to Ticketholders?

- ☐ Call Log
- ☐ Case Management Software
- ☐ Case Notes (e.g., narrative documentation like Word)
- ☐ Spreadsheet (e.g., Excel)
- ☐ Does Not Manage and Track Communication
- ☐ Other:

2. How do your EN affiliates manage and track communication to Ticketholders?

- ☐ Call Log
- ☐ Case Management Software
- ☐ Case Notes (e.g., narrative documentation like Word)
- ☐ Spreadsheet (e.g., Excel)
- ☐ Does Not Manage and Track follow-up Communication
- ☐ Other:

3. How does your EN track Ticketholder progress?

- ☐ Case Management Software
- ☐ Case Notes (narrative documentation)
- ☐ Milestone/Outcome Payment Logs
- ☐ Spreadsheet (e.g., Excel)
- ☐ Wage Verification documentation
- ☐ Other: _____

4. How do your EN affiliates track Ticketholder progress?

- ☐ Case Management Software
- ☐ Case Notes (narrative documentation)
- ☐ Milestone/Outcome Payment Logs
- ☐ Spreadsheet (e.g., Excel)
- ☐ Wage Verification documentation
- ☐ Other: _____

5. Does your EN have any assigned Ticketholders that are unreachable after several attempts?

- ◯ Yes ◯ No

a. If yes, what percentage of Ticketholders are unreachable by any communication method?

- ◯ Less than 10%
- ◯ 10–25%
- ◯ 26–50%
- ◯ More than 50%

b. If yes, what does your EN, or our EN affiliates, do when they can't get in contact with Ticketholders?

- ☐ Reach Out to Alternate Contact
- ☐ Unassign Ticket(s)
- ☐ Nothing
- ☐ Other: _____

{Interviewer(s) Instructions: Remind EN about guidance- mandatory contact}

6. How does your EN, or your EN affiliates, advise Ticketholders to report wages?

- ☐ Advise Ticketholder to sign SSA-8240 Authorization Form
- ☐ Report wages to SSA Field Office (SSI & SSDI)
- ☐ Report wages via mySocialSecurity account (SSI & SSDI)
- ☐ Report wages via SSA Mobile Wage Reporting App (SSI only)
- ☐ Report wages via Telephone Wage Reporting (SSI only)
- ☐ Report to EN (for EN to report to SSA - this is incorrect advice)
- ☐ Report to EN (for EN to receive payments)
- ☐ EN does not discuss wage reporting
- ☐ EN provides other incorrect wage reporting advice:
- ☐ Other: _____

7. Does your EN, or your EN affiliates, report Ticketholder earnings?

◯ Yes ◯ No ◯ Sometimes

a. If yes or sometimes, where does your EN report ?

◯ EN Portal ◯ Fax ◯ Field Office

{Interviewer(s) Instructions: Remind EN that the EN should no longer report wages to the FO, hand out Reporting Wages Guidance}

G) Service Delivery

1. Excluding services from your EN affiliate organizations, what type of pre-employment service(s) does your EN provide?

☐ Benefits counseling:

- ☐ EN staff provides benefits counseling
- ☐ EN arranges for benefits counseling through agreement(s) (not WIPA)

☐ Career Planning:

- ☐ Evaluate personal strengths and aptitudes
- ☐ Evaluate transferable skills based on previous employment or education
- ☐ Explore Vocational Interests
- ☐ Goal Setting (short-term and long-term)
- ☐ Other: ☐

☐ Job Placement:

- ☐ Employer outreach
- ☐ EN provides employment
- ☐ Identify job leads
- ☐ Direct placement through established employer partnership (list partners)
- ☐ Other: ☐

☐ Job Preparation:

- ☐ Assistance obtaining required job documentation
- ☐ Mock interview
- ☐ Professional Skills Development (e.g., communication, punctuality, and etiquette)
- ☐ Provide Professional Attire
- ☐ Resume development and writing
- ☐ Other: ☐

- ☐ Training:
  - ☐ Computer
  - ☐ Trade Skills (specific to a job)
  - ☐ Workshops
  - ☐ Other:
- ☐ N/A Ticketholder(s) employed prior to working with EN
- ☐ Other: _____

2. Excluding services provided by your EN affiliate organizations, the following three questions focus on your EN's approach to delivering pre-employment services:

   a. Where are these services provided?

   ◯ Onsite ◯ Offsite:

   b. Who provides these services?

   ◯ EN ◯ Contracted out ◯ N/A: EN of Record Does Not Provide Services

   c. What is the cost of these services to the Ticketholder?

   ◯ Free to Ticketholder ◯ Not Free to Ticketholders

   ◯ N/A: EN of Record Does Not Provide Services

3. Excluding service provided by your EN affiliate organizations, what type of post-employment services does your EN provide?

   - ☐ Career Advancement Counseling
     - ☐ Goal Exploration and Setting
     - ☐ Job Application and Interview Support
     - ☐ Resume development and writing
     - ☐ Other: _____

- ☐ Job Accommodation(s):
  - ☐ Assistive Technology Referral
  - ☐ Documentation Support for Accommodation(s)
  - ☐ Facilitate Telework Accommodation(s) with Employer
  - ☐ Provide Assistive Technology
  - ☐ Other:
- ☐ Job Coaching:
  - ☐ Communication Skills Assistance
  - ☐ On-Site Job Coaching
  - ☐ Time-Management Assistance
  - ☐ Virtual Job Coaching
  - ☐ Other:
- ☐ Job stability and retention:
  - ☐ Conflict Resolution Support
  - ☐ Provide Professional Attire
  - ☐ Regularly scheduled follow-ups
  - ☐ Transportation Barrier Help
  - ☐ Training
  - ☐ Other:
- ☐ Does not provide post-employment services
- ☐ Other: [ ]

4. What type of pre-employment services does your EN affiliates provide?

- ☐ Benefits counseling:
  - ☐ EN staff provides benefits counseling
  - ☐ EN arranges for benefits counseling through agreement(s) (not WIPA)
- ☐ Career Planning:
  - ☐ Evaluate personal strengths and aptitudes
  - ☐ Evaluate transferable skills based on previous employment or education
  - ☐ Explore Vocational Interests
  - ☐ Goal Setting (short-term and long-term)
  - ☐ Other: _____
- ☐ Job Placement:
  - ☐ Employer outreach
  - ☐ EN provides employment
  - ☐ Identify job leads
  - ☐ Direct placement through established employer partnership (list partners)
  - ☐ Other: _____
- ☐ Job Preparation:
  - ☐ Assistance obtaining required job documentation
  - ☐ Mock interview
  - ☐ Professional Skills Development (e.g., communication, punctuality, and etiquette)
  - ☐ Provide Professional Attire
  - ☐ Resume development and writing
  - ☐ Other: _____

☐ Training:

- ☐ Computer
- ☐ Trade Skills (specific to a job)
- ☐ Workshops
- ☐ Other: _____

☐ N/A Ticketholder(s) employed prior to working with EN affiliate

☐ Other: _____

5. The following three questions focus on your EN Affiliates' approach to delivering pre-employment services: Regarding the pre-employment services from your EN affiliates:

a. Where are these services provided?

◯ Onsite: ◯ Offsite:

b. Who provides these services?

◯ Provided by EN affiliate ◯ Contracted out

c. What is the cost of these services to the Ticketholder?

◯ Free to Ticketholder ◯ Not Free to Ticketholders

6. What types of post-employment services do your EN affiliate organizations provide?

☐ Career Advancement Counseling

- ☐ Goal Exploration and Setting
- ☐ Job Application and Interview Support
- ☐ Resume development and writing
- ☐ Other: _____

☐ Job Accommodation(s):

- ☐ Assistive Technology Referral
- ☐ Documentation Support for Accommodation(s)
- ☐ Facilitate Telework
- ☐ Accommodation(s) with Employer
- ☐ Provide Assistive Technology
- ☐ Other: _____

☐ Job Coaching:

- ☐ Communication Skills
- ☐ Assistance On-Site
- ☐ Job Coaching
- ☐ Time-Management Assistance
- ☐ Virtual Job Coaching
- ☐ Other: _____

☐ Job stability and retention:

- ☐ Conflict Resolution Support
- ☐ Provide Professional Attire
- ☐ Regularly scheduled follow-ups
- ☐ Transportation Barrier Help
- ☐ Training
- ☐ Other: _____

7. Does your EN, or your EN affiliates, provide payments or reimbursements to Ticketholders, or pay for goods and services for Ticketholders?

   ◯ Yes ◯ No (If no, skip to question 8)

   a. If yes, under what circumstances does your EN, or your EN affiliates, provide payments or reimbursements to Ticketholders, or pay for goods/services for Ticketholders?

   b. If yes, what is the dollar amount of payments made to Ticketholders?

      ◯ $1 - $60

      ◯ $61- $100

      ◯ Other:

{Interviewer(s) Instructions: Remind EN - Per the TPA, ENs may (1) provide cash payments totaling no more than $60 per calendar quarter for Title XVI recipients and concurrent beneficiaries and $150 for Title II beneficiaries, and (2) purchase items directly related to obtaining or retaining work on an ad hoc and incidental basis, NOT regular or recurring; receipts must be kept}

8. How does your EN, or your EN affiliates, resolve employment-related problems or complaints from Ticketholders?

   ☐ Encourage employment changes

   ☐ Provide mediation between employers and Ticketholders

   ☐ Provide professional guidance to Ticketholders

   ☐ Provide resources to Ticketholders

   ☐ Talk to employers

   ☐ Other: [ ]

H) Security

1. Are there other locations, in addition to EN or EN affiliate primary business address, where employees conduct Ticketholder business (i.e. meet Ticketholders, complete paperwork)?

   ◯ Yes ◯ No

   a. If yes, where?

      ◯ Home Office ◯ Alternate Business Site ◯ Other: [ ]

2. How many total EN of record employees work on the Ticket Program from a home office site? [ ]

3. How many total EN affiliate employees work on the Ticket Program from a home office site? [ ]

4. Please provide us with a list of all EN of record and EN affiliate employees working from a home office site, as requested in the pre-visit instructions.

   {Interviewer(s) Instructions: Obtain list of employees that work from home that the EN was instructed to prepare in the pre-visit instructions}

5. How many total EN of record employees work on the Ticket Program from an alternate business site? [ ]

6. How many total EN affiliate employees work on the Ticket Program from an alternate business site? [ ]

7. What measures does your EN take to ensure the locations EN employees and EN affiliate employees conduct Ticketholder Services (i.e. where you meet Ticketholders) or conduct Ticketholder business is secure?

   - ☐ Automatic Screen lock on Computer
   - ☐ Encrypted Email
   - ☐ Locked Storage
   - ☐ Password Protected Computer
   - ☐ Private Meeting Location with Ticketholder
   - ☐ Private Workspace
   - ☐ Secure Cloud Hosting Environment
   - ☐ VPN
   - ☐ Other: [ ]

8. Does your EN use electronic files?

   ○ Yes ○ No ○ Sometimes

   a. If yes or sometimes, are the electronic files password-protected?

   ○ Yes ○ No ○ Sometimes

9. Do your EN affiliates use electronic files?

   ○ Yes ○ No ○ Sometimes

a. If yes or sometimes, are the electronic files password-protected?

◯ Yes ◯ No ◯ Sometimes

10. How often does your EN change passwords? (ENs should change passwords at least every 90 days)

◯ Every 30 days or less

◯ Every 31 – 60 days

◯ Every 61 – 90 days

◯ After more than 90 days

11. Does your EN of record use cloud technology to store Ticketholder data?

◯ Yes ◯ No ◯ Sometimes

a. If yes, what is (are) the name(s) of the cloud service provider(s)?

12. Do your EN affiliates use cloud technology to store Ticketholder data?

◯ Yes ◯ No ◯ Sometimes

a. If yes, what is (are) the name(s) of the cloud service provider(s)?

13. Does your EN or your EN affiliates use paper files?

◯ Yes ◯ No ◯ Sometimes

a. If yes or sometimes, where are the paper files kept?

- ☐ Locked Office – locked filing cabinet
- ☐ Locked Office – unlocked filing cabinet
- ☐ Offsite Storage Facility
- ☐ Unlocked Office – locked filing cabinet
- ☐ Unlocked Office – unlocked filing cabinet
- ☐ Other:

b. If the EN answered in locked office space or locked filing cabinet for question 13a: Who possesses a key to the locked filing locked office and/or locked filing cabinet?

- ☐ Payments Contact
- ☐ Program Contact
- ☐ Signatory Authority
- ☐ Suitability Contact
- ☐ Ticketholder Contact
- ☐ Ticket Portal User
- ☐ N/A – answered no to question #13
- ☐ Other:

c. If answered offsite storage facility in question 13a, where is the storage facility?

- ☐ Secured home
- ☐ Unsecured home
- ☐ Private location within public space
- ☐ Unsecured public space
- ☐ Other:

d. If answered offsite storage facility question 13a, who has access to the storage facility?

- ☐ Payments Contact
- ☐ Program Contact
- ☐ Signatory Authority
- ☐ Suitability Contact
- ☐ Ticketholder Contact
- ☐ Ticket Portal User
- ☐ Other: _____

e. If EN answered other for 13b or 13d, does he/she have suitability clearance?

◯ Yes ◯ No

14. How long after a Ticket is unassigned are the Ticketholder records destroyed?

- ◯ 3 years
- ◯ 7 years
- ◯ Never
- ◯ Another timeframe: _____

15. How does your EN, not your EN affiliates, destroy Ticket to Work records?

- ◯ Burn
- ◯ Shred
- ◯ Trash Can
- ◯ Delete
- ◯ Other: _____

16. How do your EN affiliates destroy Ticket to Work records?

- ◯ Burn
- ◯ Shred
- ◯ Trash Can
- ◯ Delete
- ◯ Other: [ ]

17. Does your EN, or your EN affiliates, use any software programs to monitor and track Ticketholder work progress?

◯ Yes ◯ No

a. If yes, what security controls and safeguards are in place to protect Ticketholder data within the software program?

- ☐ Account lockout after failed login attempts
- ☐ Audit Logs
- ☐ Automatic Session Timeouts
- ☐ Encryption of Data in at Rest or in Transit
- ☐ Multi-Factor Authentication
- ☐ Remote Work Security Requirements
- ☐ Role-based access permission
- ☐ Secure Cloud Hosting Environment
- ☐ Secure Office Environment for System Access
- ☐ Unique User IDs
- ☐ Other: [ ]

18. Do all employees including affiliate employees, who have access to Ticketholder PII, including - passwords, paper files and electronic files have suitability clearance?

◯ Yes ◯ No

{Interviewer(s) Instructions: if no - advise the EN:

(1) they must immediately restrict PII access from non-suitable individuals until they obtain a favorable suitability determination, and

(2) the non-suitable individual(s) must apply for suitability clearance within 3 business days}

19. Have all employees, including affiliate employees, who work on the Ticket program completed the annual security training, form SSA-222?

◯ Yes ◯ No

{Interviewer(s) Instructions: if no - advise that the EN they must have the individual(s) complete the SSA-222 within 3 business days}

I) Marketing and Networking

1. Does your EN, or your EN affiliates, market to prospective Ticketholders for potential Ticket assignment?

◯ Yes ◯ No

a. If yes, what methodologies does your EN use to market?

- ☐ Community network
- ☐ EN Marketing File
- ☐ Flyers/cards/posters
- ☐ Job fairs
- ☐ Social Media
- ☐ Staff on the street
- ☐ N/A answered no to question 1
- ☐ Other: _____

b. If yes, which approach do you find most effective?

- ☐ Community network
- ☐ Flyers/cards/posters
- ☐ Job fairs
- ☐ Social Media
- ☐ Staff on the street
- ☐ N/A answered no to question 1
- ☐ Other: _____

2. Are any EN employees or affiliate employees a member of employment support professional or trade organizations?

- ☐ Association of People Supporting Employment First (APSE)
- ☐ National Association of Benefits and Work Incentives Specialists (NABWIS)
- ☐ National Disability Institute (NDI)
- ☐ National Employment Network Association (NENA)
- ☐ National Reentry Workforce Collaborative (NRWC)
- ☐ National Rehabilitation Association (NRA)
- ☐ Other: _____

J. EN Training

1. Have any EN staff or EN affiliate staff completed work incentives/benefits counseling training?

◯ Yes ◯ No

a. If yes, where did they receive certification from?

- ☐ Cornell University
- ☐ Indiana University
- ☐ Virginia Commonwealth University (VCU) community partner's training
- ☐ Other: _____

b. If yes, which staff members?

_____

c. If yes, does SSA have a copy of the certification(s) from all certified benefits counselors?

◯ Yes ◯ No

3. Have all personnel designated to serve as main points of contact and portal users completed the mandatory Service Provider Foundations Training?

◯ Yes ◯ No

4. Who provides EN of record employees with training on Ticket to Work policies and procedures?

- ☐ Resources and Training developed by EN
- ☐ TPM provided training and resources
- ☐ Other: _____

5. Who provides EN affiliate employees with training on Ticket to Work policies and procedures?

◯ Resources developed by EN ◯ Other: _____

6. Does your EN have written policies and procedures for monitoring, reviewing, and coordinating Ticket activities?

   ◯ Yes ◯ No

   a. If yes, are the policies and procedures accessible to all Ticket staff?

   ◯ Yes ◯ No

   b. If yes, in what format does staff access the policies and procedures?

   ◯ Electronic ◯ Hard copy ◯ Other: ☐

{Interviewer(s) Instructions: If yes, request a copy of the policies and procedures}

   c. If not, is there a reason it is not accessible to all staff?

   ☐

7. Does anyone at your EN participate in refresher training (e.g., All EN Calls, TPM provided training, etc.)?

   ◯ Yes ◯ No ◯ Sometimes

   a. If yes, who usually participates in refresher training sessions?

   ☐ Counselors ☐ Suitability Contact

   ☐ Payments Contact ☐ Ticketholder Contact

   ☐ Program Contact ☐ Ticket Portal User(s)

   ☐ Signatory Authority ☐ Other: ☐

{Interviewer(s) Instructions: Remind EN that if they miss any EN calls, transcripts are available at YourTickettoWork.ssa.gov}

8. Do any Ticket employees at your EN need training?

   ◯ Yes ◯ No

   a. If yes, which of the following training sessions are desired:

{Interviewer(s) Instructions: Inform EN they can visit yourtickettowork.ssa.gov for more information on the training sessions}

- ☐ Completing the Suitability Process
- ☐ Overview of the Ticket to Work Program
- ☐ Properly Safeguarding PII
- ☐ Timely Progress Review (TPR) Process
- ☐ Ticketholder Intake Process
- ☐ Preparing an Individual Work Plan (IWP)
- ☐ Services and Supports Review
- ☐ Payment Process Overview
- ☐ Partnership Plus Collaboration
- ☐ EN Marketing Strategies Part 1: Research and Planning
- ☐ EN Marketing Strategies Part 2: Marketing Strategies to Promote your EN
- ☐ Introduction to Section 503 for ENs
- ☐ Other: _____

9. Does your EN read the Ticket program GovDelivery email announcements?

   ◯ Yes ◯ No ◯ Sometimes ◯ Does Not Receive

   ◯ Other: _____

{Interviewer(s) Instructions: If does not receive or wants someone added – have EN send message to ENService@ssa.gov}

10. How does your EN disseminate the information from GovDelivery email announcements, All EN calls, TPM provided training, to ensure that all EN staff are apprised of all SSA Ticket policies, updates and requirements?

- ☐ Email Summary
- ☐ Electronic Memo
- ☐ One-on-One Discussion(s)
- ☐ Post in a Shared Drive
- ☐ Printed Memos
- ☐ Team Meeting or Staff Briefing
- ☐ Training Session
- ☐ Update Handbook
- ☐ Other: ☐

K) Program Assessment

1. Do you have any recommendations for improving the effectiveness of the Ticket to Work program for Ticketholders?

◯ Yes ◯ No

a. If yes, please explain.

2. Do you have any additional feedback, suggestions, or recommendations you would like to share with SSA or TPM?

3. Additional notes from interviewer:

Part III: Administrative EN Affiliate Interview

Interviewer(s) Instructions: This section is only for the Administrative EN Affiliate and is done in a private setting, without supervision from EN of record}

A) Physical Accessibility of EN Affiliate Location

{Interviewer(s) Instructions: Take note of the following at affiliate location, if applicable. These are not questions for the EN.}

	Yes	No	N/A
1. Is the building accessible for people with disabilities?			
2. Are there accessible parking spaces?			
3. Are there ramps at entrance?			
4. Is the bathroom accessible for people with disabilities?			
5. Did interviewer see the accessibility features?			

B) Contract Administration

1. Business Name of Administrative EN Affiliate:
2. Address of Administrative EN Affiliate:
3. Business Phone Number of Administrative EN Affiliate:
4. Name of Ticket Employee from EN Affiliate:
5. Position of Ticket Employee from EN Affiliate:

6. How many employees at your organization work on the Ticket to Work agreement?

7. Are there specific qualifications that employees who work on the Ticket to Work program in your organization must possess?

   ◯ Yes ◯ No

8. If yes, what are the qualifications?

   ☐ Benefits Counseling Experience

   ☐ Career Planning Experience

   ☐ Certification Credentials:

   ☐ Counseling Experience (Other):

   ☐ Educational Experience

   ☐ Employment Support Experience

   ☐ Job Coaching Experience

   ☐ Job Placement Experience

   ☐ Ticket to Work Knowledge

   ☐ Other:

9. What is the average staff to Ticketholder ratio?

   ☐ EN affiliate Staff to ☐ Ticketholders

   a. Have you informed your EN of record of all staffing changes?

   ◯ Yes ◯ No

C) Intake and Referrals

1. Does your organization use a screening process to determine which Ticketholders to work with?

   ◯ Yes ◯ No ◯ Sometimes

{Interviewer(s) Instructions: If yes, collect a copy of the EN Affiliate's documented screening process}

2. Does your organization refer Ticketholders to other organizations?

   ◯ Yes ◯ No ◯ Sometimes

   a. If yes or sometimes, to which organization(s) do you refer Ticketholders?

   ENs other than my EN of record

   ◯ VRs

   ◯ WIPAs

   ◯ Other organizations: _____

   b. If yes or sometimes, under what circumstances does your organization refer Ticketholders to other organizations?

   ☐ Distance

   ☐ Training or education

   ☐ WIPA/Benefits Counseling

   ☐ Other: _____

D) Individual Work Plan (IWP)

1. By which mode(s) of communication do your organization use to prepare Ticketholder IWPs?

   ☐ In person ☐ Telephone ☐ Virtual

   a. If by telephone or virtual, how does your organization obtain signatures?

   ☐ Electronically ☐ Mail ☐ Other: _____

2. When completing the IWP, what work-related topics do your organization discuss with the Ticketholder?

   ☐ Benefits Counseling
   ☐ Career Advancement
   ☐ Career Planning
   ☐ Direct Job Placement
   ☐ Job Accommodations
   ☐ Job Coaching
   ☐ Job Development
   ☐ Job Stabilization/Retention
   ☐ Training
   ☐ Other: _____

3. How does your organization describe the purpose of the Ticket to Work program to Ticketholders?

- ☐ Becoming financially independent
- ☐ Explore work
- ☐ Reduce dependency on cash benefits
- ☐ Protect benefits and health coverage
- ☐ Provide job skills to Ticketholder, but not get back to work
- ☐ Support career development and employment
- ☐ Does not describe purpose
- ☐ Does not know
- ☐ Other: _____

4. When completing the IWP with Ticketholders, does your organization explain the benefits and risks of work and earnings?

◯ Yes ◯ No ◯ Sometimes

a. If yes, what are the Ticketholders' responsibilities?

_____

{Interviewer(s) Instructions: Inform EN Affiliate they must explain to the Ticketholder that failure to maintain contact will result in their Ticket being unassigned}

5. Does your organization explain Timely Progress Reviews (TPR) to Ticketholders?

◯ Yes ◯ No

a. If yes, how?

_____

6. When completing the IWP, does your organization discuss the Ticketholders' responsibilities as a part of your agreement to work together?

   ◯ Yes ◯ No ◯ Sometimes

   a. If yes, what are the Ticketholders' responsibilities to your organization?

{Interviewer(s) Instructions: Inform the EN Affiliate they must explain to the Ticketholder that failure to maintain contact will result in the Ticket being unassigned}

7. What quality assurance procedures does your organization use to ensure IWPs are compliant prior to Ticket assignment?

8. Tell me how IWPs are completed:

9. Who signs the IWP?

Interviewer:

- ☐ Counselor
- ☐ Signatory Authority
- ☐ Program Contact
- ☐ Ticketholder Contact
- ☐ Other: _____

Not interviewer:

- ☐ Counselor
- ☐ Signatory Authority – not interviewer
- ☐ Program Contact
- ☐ Ticketholder Contact
- ☐ Other: _____

{Interviewer(s) Instructions: if IWPs are signed by someone other than the interviewer who completed it with the Ticketholder, reiterate that the interviewer must sign the IWP}

10. How often does your organization review IWPs to ensure the goals and services/supports are still accurate?

{Interviewer(s) Instructions: Do NOT read the list aloud - select all that apply}

- ◯ Monthly
- ◯ Quarterly
- ◯ Yearly
- ◯ Never
- ◯ Other: _____

11. Does your EN or your EN affiliate update IWPs?

◯ Yes ◯ No ◯ Sometimes

a. If yes, under what circumstances does your EN or your organization update the IWP?

- ☐ N/A – answered no to question 11
- ☐ Goal Changes
- ☐ Employment Changes
- ☐ Scheduled Timeframe (e.g., yearly)
- ☐ Service and Supports Changes
- ☐ Other: _____

b. If no, how does your organization track that the Ticketholder continues to meet their goals and doesn't need any additional services and support?

- ☐ N/A – answered yes to question11
- ☐ Call Log
- ☐ Case Notes
- ☐ IWP Addendum
- ☐ Other: _____

E) Communication

1. How does your organization communicate with Ticketholders?

- ☐ Email
- ☐ In-person
- ☐ Mail
- ☐ Telephone
- ☐ Virtual (e.g., Zoom, Teams)
- ☐ Does Not Communicate with Ticketholders

2. How often do your organization contact Ticketholders during the initial acquisition phase?

- ◯ Weekly
- ◯ Monthly
- ◯ Quarterly
- ◯ More than quarterly

{Interviewer(s) Instructions: If EN answered less frequently than monthly remind EN of Ticketholder contact requirements}

3. How often does your organization contact Ticketholders during the ongoing support phase?

- ◯ Weekly
- ◯ Monthly
- ◯ Quarterly
- ◯ More than quarterly

{Interviewer(s) Instructions: If EN answered less frequently than quarterly remind EN of Ticketholder contact requirements}

4. What individualized methodologies does your organization use to communicate with Ticketholders?

- ☐ Email
- ☐ In-person
- ☐ Telephone
- ☐ Virtual (e.g., Zoom, Teams)
- ☐ Does Not Individualize Communication
- ☐ Does Not Communicate with
- ☐ Ticketholders Other: [ ]

5. What individualized methodologies does your organization use to communicate with Ticketholders?

- ☐ Email
- ☐ In-person
- ☐ Telephone
- ☐ Virtual (e.g., Zoom, Teams)
- ☐ Does Not Individualize Communication
- ☐ Other: _____

6. How long does it usually take your organization to return telephone calls or emails from assigned Ticketholders?

◯ Less than 24 hours ◯ 24–48 hours ◯ More than 48 hours

7. What type(s) of communications does your organization send to large groups of Ticketholders or prospective Ticket-assigned clients?

_____

F) Tracking and Reporting

1. How does your organization manage and track communications to Ticketholders?

- ☐ Call Log
- ☐ Case Management Software
- ☐ Case Notes (e.g., narrative documentation like Word)
- ☐ Spreadsheet (e.g., Excel)
- ☐ Does Not Manage and Track Communication
- ☐ Other: _____

2. How does your organization track Ticketholder progress?

- ☐ Case Management Software
- ☐ Case Notes (narrative documentation)
- ☐ Milestone/Outcome Payment Logs
- ☐ Spreadsheet (e.g., Excel)
- ☐ Wage Verification documentation
- ☐ Other: _____

3. How often does your organization report Ticketholder progress to the EN of record?

- ☐ Weekly
- ☐ Bi-Weekly
- ☐ Monthly
- ☐ Quarterly
- ☐ Yearly
- ☐ Other: _____

4. Does your organization have any assigned Ticketholders it has been unable to reach after several attempts?

◯ Yes ◯ No ◯ Sometimes

a. If yes, what percentage of your Ticketholders are you unable to reach?

- ◯ Less than 10%
- ◯ 10–25%
- ◯ 26–50%
- ◯ More than 50%

b. If yes, what does your organization do when they are unable to get in touch with Ticketholders?

- ☐ Reach out to EN of record for help
- ☐ Reach out to EN of record to Unassign Tickets
- ☐ Nothing
- ☐ Other: _____

G) Service Delivery

1. What type of pre-employment services does your organization provide?

- ☐ Benefits counseling
  - ☐ EN affiliate staff provides benefits counseling
  - ☐ EN affiliate arranges for benefits counseling through agreement(s) (not WIPA)
- ☐ Career Planning
  - ☐ Evaluate personal strengths and aptitudes
  - ☐ Evaluate transferable skills based on previous employment or education
  - ☐ Explore Vocational Interests
  - ☐ Goal Setting (short-term and long-term)
  - ☐ Other: _____
- ☐ Job Placement
  - ☐ Employer outreach
  - ☐ EN Provides Employment
  - ☐ Identify Job leads
  - ☐ Direct placement through established employer partnership
  - ☐ Other: _____

☐ Job Preparation

- ☐ Assistance obtaining required job documentation
- ☐ Mock interview
- ☐ Professional Skills Development (e.g., communication, punctuality, and etiquette)
- ☐ Resume development and writing
- ☐ Provide Professional Attire
- ☐ Other: _____

☐ Training

- ☐ Computer
- ☐ Trade Skills (specific to a job)
- ☐ Workshops
- ☐ Other:
- ☐ N/A Ticketholder(s) employed prior to working with EN
- ☐ Other: _____

2. The following three questions focus on your organization's approach to delivering pre-employment services:

a. Where are these services provided?

◯ Onsite ◯ Offsite

b. Who provides these services?

◯ Affiliate Organization ◯ Contracted out - Provided by other organization(s)

c. What is the cost of these services to the Ticketholder?

◯ Free to Ticketholders

◯ Not Free to Ticketholders

3. What types of post-employment services does your organization provide?

- ☐ Career Advancement Counseling:
  - ☐ Job Accommodation(s)
  - ☐ Assistive Technology Referral
  - ☐ Documentation Support for Accommodation(s)
  - ☐ Facilitate Telework Accommodation(s) with Employer
  - ☐ Provide Assistive Technology
  - ☐ Other: _____
- ☐ Job Coaching:
  - ☐ Communication Skills Assistance
  - ☐ On-Site Job Coaching
  - ☐ Time-Management Assistance
  - ☐ Virtual Job Coaching
  - ☐ Other: _____
- ☐ Job stabilization and retention:
  - ☐ Conflict Resolution Support
  - ☐ Provide Professional Attire
  - ☐ Regularly scheduled follow-ups
  - ☐ Transportation Barrier Help
  - ☐ Training
  - ☐ N/A - Affiliate EN does not provide services
  - ☐ Other: _____

4. Does your organization have Employer Partners (Organizations/employers who hire your Ticketholders)?

   ◯ Yes ◯ No

   a. If yes, who are they?

5. Does your organization provide payments or reimbursements to Ticketholders, or pay for goods and services for Ticketholders?

   ◯ Yes ◯ No (If no, skip the remainder of this section)

   a. If yes, under what circumstances does your EN provide payments or reimbursements to Ticketholders, or pay for goods/services for Ticketholders?

   b. If yes, what is the dollar amount of payments made to Ticketholders?

   ◯ Under $60
   ◯ $60-100
   ◯ Other: _____

{Interviewer(s) Instructions: Remind EN affiliate that Per the TPA that EN of record signed, ENs and affiliates may (1) provide cash payments totaling no more than $60 per calendar quarter, and (2) purchase items for Ticketholder directly related to obtaining or retaining work on an ad hoc and incidental basis, NOT regular or recurring; receipts must be kept}

6. How does your organization resolve employment-related problems or complaints from Ticketholders?

☐ Encourage employment changes

☐ Provide mediation between employers and Ticketholders

☐ Provide professional guidance to Ticketholders

☐ Provide resources to Ticketholders

☐ Talk to employers

☐ Other: _____

H) Security

1. In addition to your organization's primary business address, are there other locations where employees conduct Ticketholder Services (i.e. where you meet Ticketholders) or conduct Ticketholder business?

◯ Yes ◯ No

a. If yes, where?

◯ Home Office ◯ Alternate Business Site ◯ Other: _____

2. How many total employees work on the Ticket Program from a home office site? _____

3. Please provide me a list of employees who work at a home office site.

{Interviewer(s) Instructions: Collect list – used for comparing approved list}

4. How many total employees work on the Ticket Program from an alternate business site? _____

5. What measures does your organization take to ensure the location employees conduct Ticketholder Services (i.e. where you meet Ticketholders) or conduct Ticketholder business is secure?

   - ☐ Automatic Screen lock on Computer
   - ☐ Encrypted Email
   - ☐ Locked Storage
   - ☐ Password Protected Computer
   - ☐ Private Meeting Location with Ticketholder
   - ☐ Private Workspace
   - ☐ Secure Cloud Hosting Environment
   - ☐ VPN
   - ☐ Other: _____

6. Does your organization use electronic files?

   ◯ Yes ◯ No ◯ Sometimes

   a. If yes or sometimes, are the electronic files password-protected?

      ◯ Yes ◯ No ◯ Sometimes

7. How often does your organization change passwords? (ENs should change passwords at least every 90 days)

   - ◯ Every 30 days or less
   - ◯ Every 31 – 60 days
   - ◯ Every 61 – 90 days
   - ◯ After more than 90 days

8. Does your organization use cloud technology to store Ticketholder data?

   ◯ Yes ◯ No

   a. If yes, what is the name of the cloud service provider?

9. Does your organization use paper files?

   ◯ Yes ◯ No ◯ Sometimes

   a. If yes or sometimes, where are the paper files kept?

   ☐ Locked Office – locked filing cabinet

   ☐ Locked Office – unlocked filing cabinet

   ☐ Offsite Storage Facility

   ☐ Unlocked Office – locked filing cabinet

   ☐ Unlocked Office – unlocked filing cabinet

   ☐ N/A – answered no to question #4

   ☐ Other:

   b. If the EN Affiliate answered in locked office space or locked fining cabinet for question 9a: list all who possess a key the locked filing locked office and/or locked filing cabinet.

   c. If answered offsite storage facility for question 9a, where is the storage facility?

   ☐ Secured home

   ☐ Unsecured home

   ☐ Private location within public space

   ☐ Unsecured public space

   ☐ N/A

   ☐ Other (obtain details of the offsite storage facility from the EN)

d. Who has access to the storage facility?

10. How long after a Ticket is unassigned are the Ticketholder records destroyed?

◯ 3 years ◯ 7 years ◯ Assigned Tickets are not destroy

◯ Other timeframe:

11. How does your organization destroy Ticket to Work records?

◯ Burn ◯ Shred ◯ Trashcan ◯ Delete Other:

12. Does your organization use any software programs to monitor and track Ticketholder work progress?

◯ Yes ◯ No

a. If yes, what security controls and safeguards are in place to protect Ticketholder data within the software program?

☐ Account lockout after failed login attempts

☐ Audit Logs

☐ Automatic Session Timeouts

☐ Encryption of Data in at Rest or in Transit

☐ Multi-Factor Authentication

☐ Remote Work Security Requirements

☐ Role-based access permission

☐ Secure Cloud Hosting Environment

☐ Secure Office Environment for System Access

☐ Unique User IDs

☐ Other:

13. Do all employees in your organization who have access to Ticketholder PII, including passwords, paper files and electronic files have suitability clearance?

◯ Yes ◯ No

{Interviewer(s) Instructions: if no - advise that the EN affiliate and EN of record they must immediately restrict PII access from non-suitable individuals until they obtain a favorable suitability determination, and (b) the non-suitable individual(s) must apply for suitability clearance within 3 business days}

14. Have all employees in your organization who work on the Ticket program, completed the annual security training, form SSA-222?

◯ Yes ◯ No

{Interviewer(s) Instructions: if no - advise that the EN of record that they must have the individual(s), complete the SSA-222 within 3 business days}

15. What information are you responsible for reporting to the EN of record?

I) Marketing and Networking

1. Does your EN or your EN affiliates market to prospective Ticketholders for potential Ticket assignment?

◯ Yes ◯ No

   a. If yes, what methodologies do you use to market?

☐ Community network

☐ Flyers/cards/posters

☐ Job fairs

☐ social media

☐ Staff on the street

☐ Word of Mouth

☐ N/A answered no to question 1

☐ Other: [ ]

2. Which approach do you find most effective?

☐ Community network

☐ Flyers/cards/posters

☐ Job fairs

☐ Social Media

☐ Staff on the street

☐ Word of Mouth

☐ N/A answered no to question 1

☐ Other: [ ]

3. Are any Ticket employees a member of professional or trade organizations related the Ticket to Work Program?

- ☐ Association of People Supporting Employment First (APSE)
- ☐ National Association of Benefits and Work Incentives Specialists (NABWIS)
- ☐ National Disability Institute (NDI)
- ☐ National Employment Network Association (NENA)
- ☐ National Reentry Workforce Collaborative (NRWC)
- ☐ National Rehabilitation Association (NRA)
- ☐ Other: _____

J) EN Training

1. Has any employee in your organization completed work incentives/benefits counseling training?

◯ Yes ◯ No

   a. If yes, where?

- ☐ Cornell University
- ☐ Indiana University
- ☐ Virginia Commonwealth University (VCU) community partner's training
- ☐ Other: _____

2. Who provides your organizational employees with training on Ticket to Work policies and procedures?

◯ Resources developed by Administrative EN ◯ Other: _____

3. Does your organization receive the information from GovDelivery email announcements, All EN calls, and TPM provided training?

   ◯ Yes ◯ No

   a. If yes, how does your organization ensure that all Ticket staff are apprised of all SSA Ticket policies, updates and requirements?

   ☐ Email Summary
   ☐ Electronic Memo
   ☐ One-on-One Discussion(s)
   ☐ Post in a Shared Drive
   ☐ Printed Memos
   ☐ Team Meeting or Staff Briefing
   ☐ Training Session
   ☐ Update Handbook
   ☐ Does Not Get Updates
   ☐ Other: _____

4. Does organization receive refresher training from the EN of record?

   ◯ Yes ◯ No

5. Would any Ticket employees in your organization benefit from training?

   {Interviewer(s) Reminder: the administrative EN affiliates cannot participate in training from TPM, the EN of record is responsible for the EN affiliate training and oversight}

   ◯ Yes ◯ No

a. If yes, which of the following training sessions are desired:

{Interviewer(s) Instructions: Inform the EN of record if training is needed}

- ☐ Completing the Suitability Process
- ☐ Overview of the Ticket to Work Program
- ☐ Properly Safeguarding PII
- ☐ Timely Progress Review (TPR) Process
- ☐ Ticketholder Intake Process
- ☐ Preparing an Individual Work Plan (IWP)
- ☐ Services and Supports Review
- ☐ Payment Process Overview
- ☐ Partnership Plus Collaboration
- ☐ EN Marketing Strategies Part 1: Research and Planning
- ☐ EN Marketing Strategies Part 2: Marketing Strategies to Promote your EN
- ☐ Introduction to Section 503 for ENs
- ☐ Other: [ ]

K) Program Assessment

1. How Satisfied are you with your EN of record under the Ticket to Work Program?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Unsatisfied
- ☐ Very Unsatisfied
- ☐ Comments: [ ]

2. Do you have any recommendations for improving the effectiveness of the Ticket to Work program for Ticketholders?

   ◯ Yes ◯ No

   a. If yes, please explain.

3. Do you have any additional feedback, suggestions, or recommendations you would like to share?

4. Additional notes from interviewer: