* Benefits Planning Query (BPQY) has a wealth of information about client’s case
* Ticket Holder can request by calling: 1.800.772.1213 (voice) or 1.800.325.0788 (TTY/TDD)
* EN can request by having Ticket Holder sign both BPQY releases (SSA-3288) when signing the Individual Work Plan (IWP)
* To get BPQY, fax release forms to Social Security field office.
* Contact your Area Work Incentives Coordinator (AWIC) for more information on how to obtain.
* BPQY Handbook on SSA’s website:
	+ <http://www.socialsecurity.gov/disabilityresearch/documents/BPQY_Handbook_Version%205.2_7.19.2012.pdf>
* Take advantage of training and resource documents the Operations Support Manager provides
	+ Ticket Training Tuesdays – First three Tuesdays of the month at 1 p.m. EST
	+ Training at <https://yourtickettowork.com/web/ttw/training>
	+ Resources and tools at <https://yourtickettowork.com/web/ttw/resource-documents>
* Monthly All Calls
	+ All EN Call – First Thursday
	+ All Vocational Rehabilitation (VR) Call – Second Tuesday
	+ All EN Payments Call – Fourth Tuesday
		- All monthly calls are at 3 p.m. EST. Visit [www.yourtickettowork.com](http://www.yourtickettowork.com/), Information Center, Calendar of Events for details