Ticket to Work for America's Veterans

TICKET to Work | WISE Work Incentive Seminar Event

NOVEMBER 19, 2025

Live Webinar Will Begin at 3 p.m. ET

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Ticket to Work for America's Veterans

TICKET to Work | WISE

Work Incentive Seminar Event

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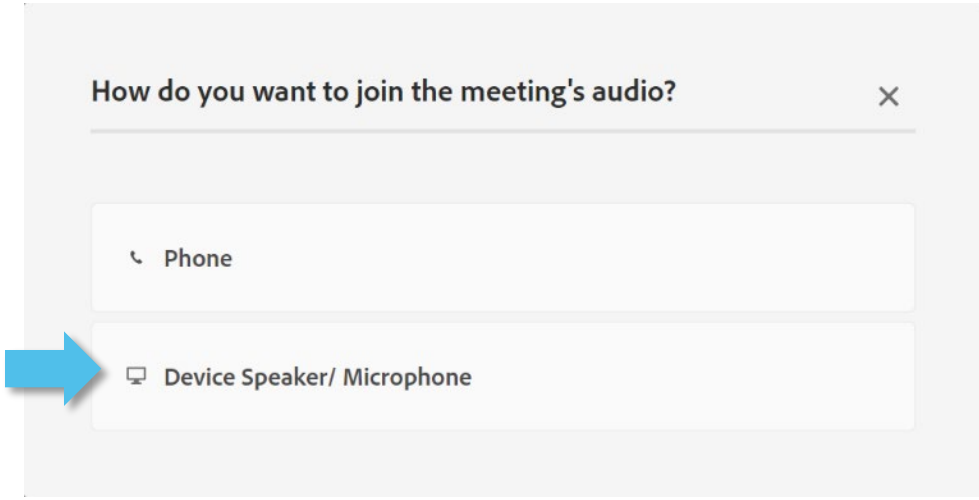

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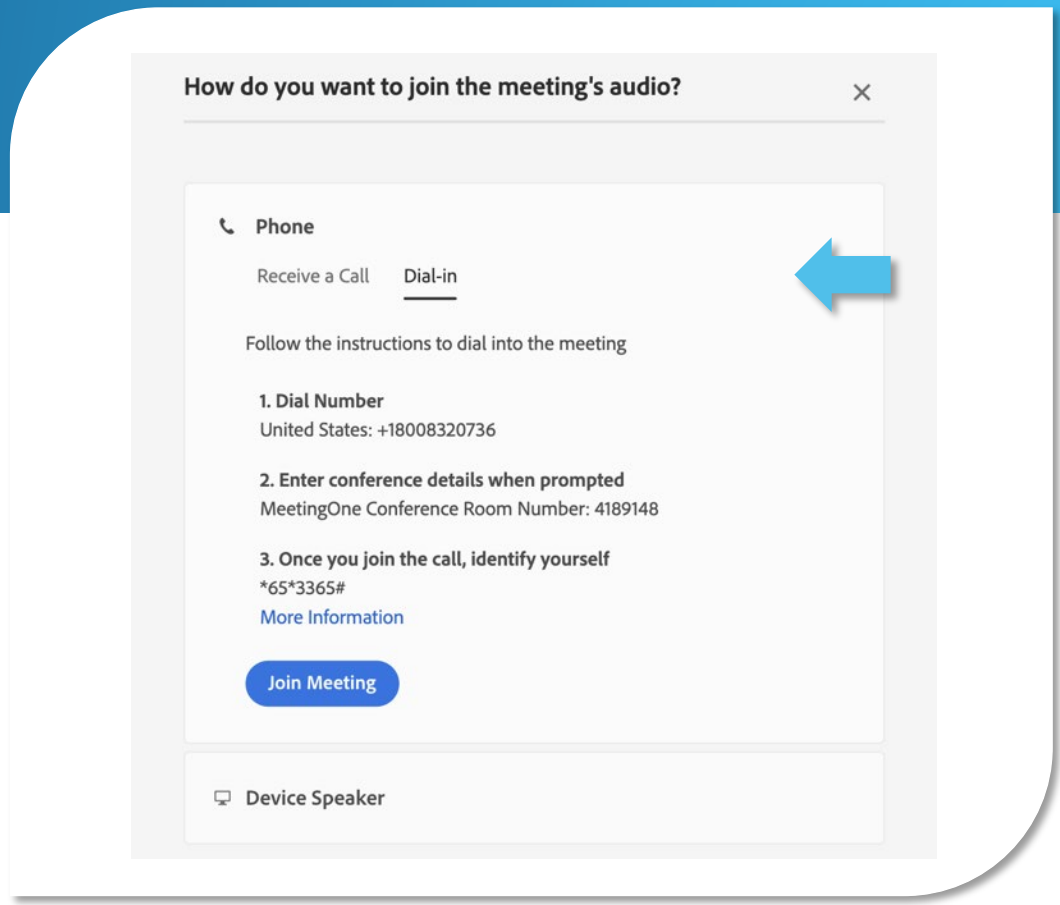

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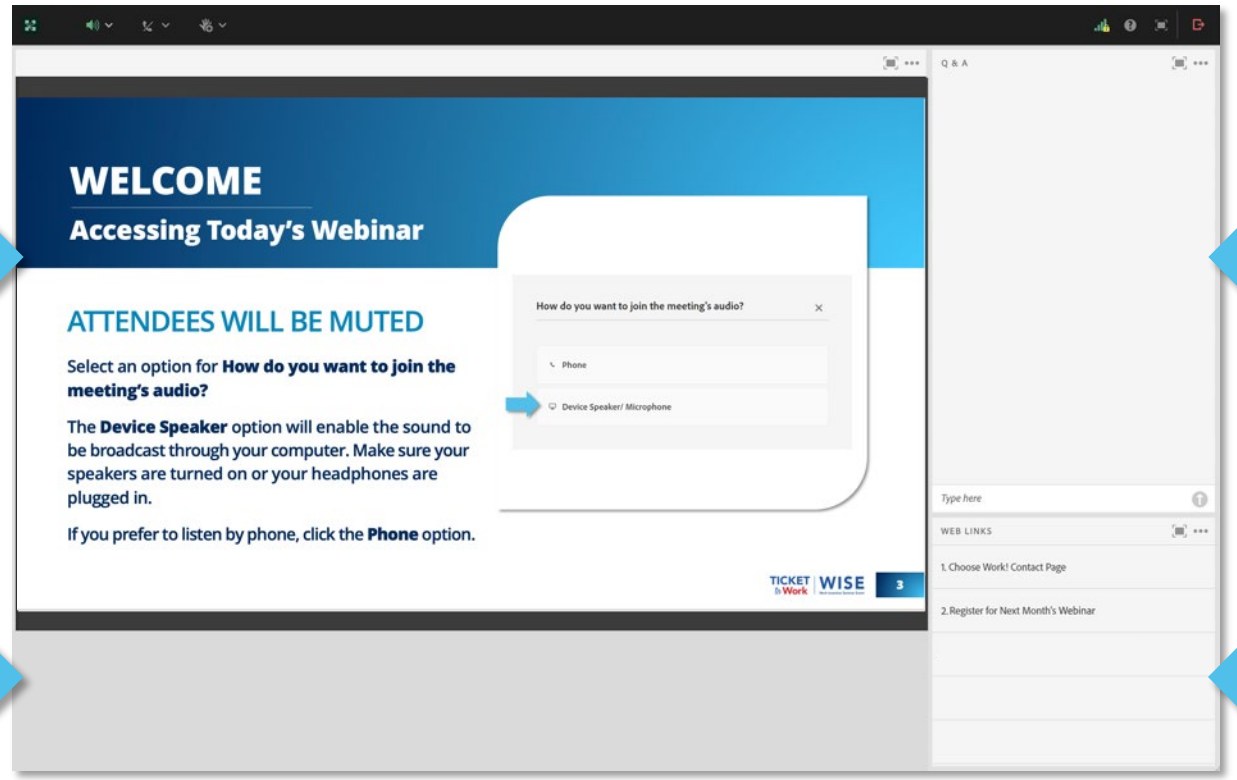

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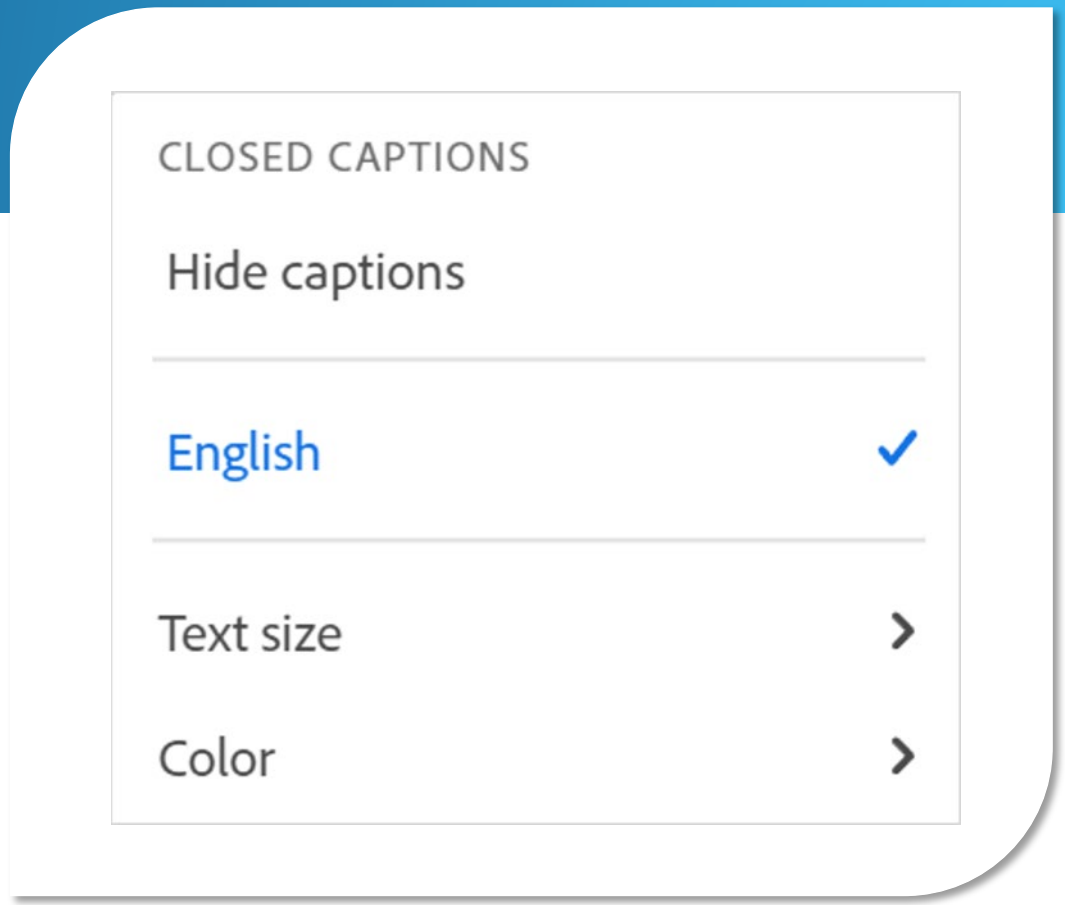

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If you're fluent in ASL and would like support during today's webinar, use our ASL User Guide that provides instructions to connect with an interpreter through the Federal Communications Commission (FCC) Video Relay Service (VRS).

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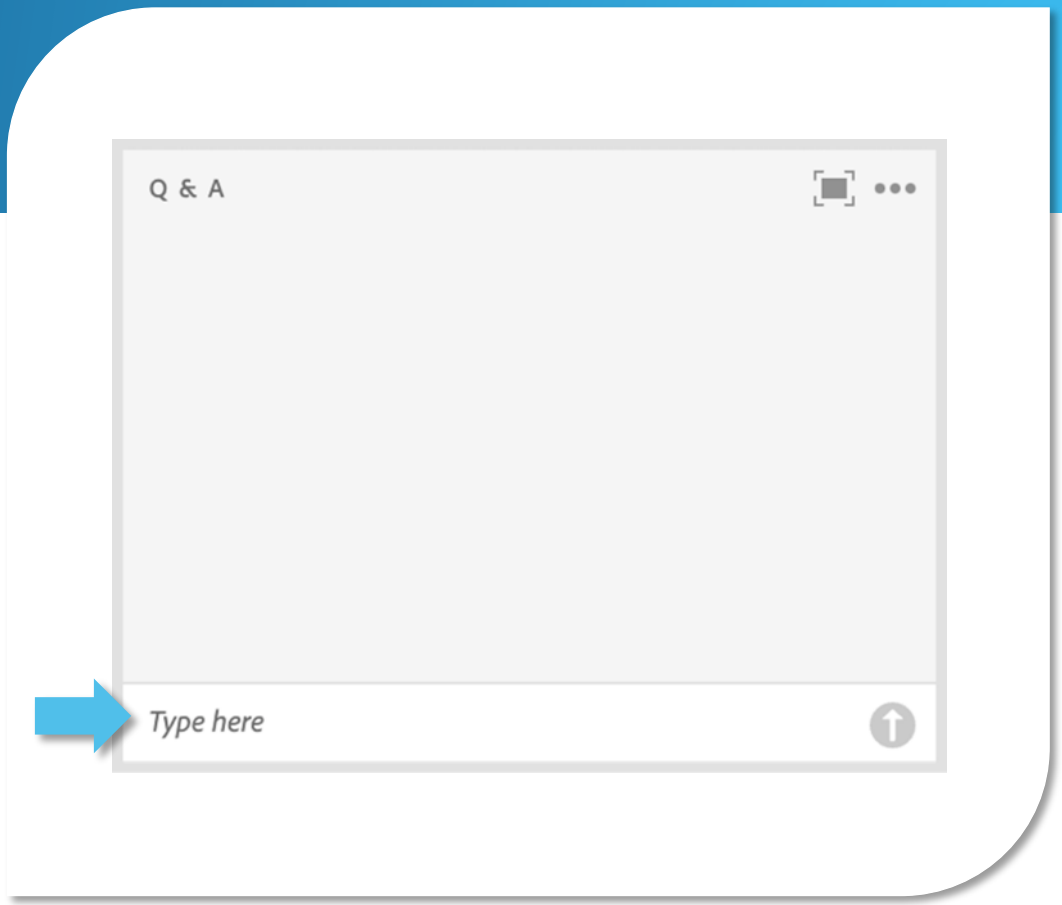

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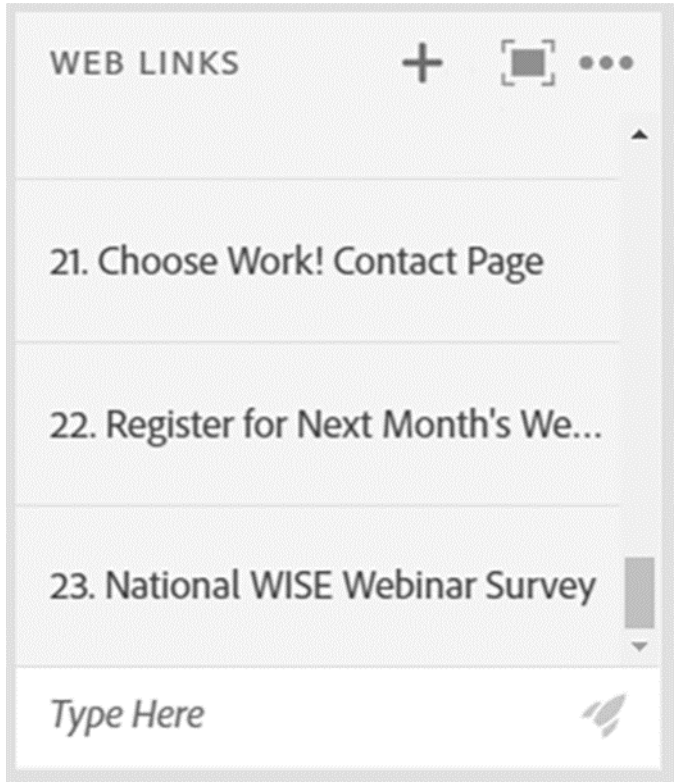

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WELCOME

Presenters

MODERATOR

Derek Shields

Ticket Program Manager

PRESENTER

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Cornell University

Webinar Overview

Today, we'll help you and answer questions related to:

- What is Social Security's Ticket to Work Program?
- Benefits for Veterans
- Your Path to Financial Independence
- Who Can Help You Achieve Your Work Goals?

One Veteran's Ticket Program Story

- After a motorcycle accident that caused serious injuries, including losing the use of his right arm, Marine Corp veteran Jeff began receiving Social Security Disability Insurance (SSDI) and spent the next eight years focusing on his recovery.
- After learning how to navigate daily life with a disability, he decided to attend college. He connected with his State Vocational Rehabilitation (VR) agency for assistance with college expenses and disability accommodations. Jeff went on to earn a Bachelor of Arts in Psychology.
- His VR agency then referred him to a benefits counselor through the Ticket Program. He learned about Work Incentives and how working would affect his disability benefits. The information he learned about Work Incentives reassured him that he could try working without suddenly losing his Medicare and SSDI. With support from the Ticket Program, he accepted a position as an Employment Training Counselor.

Jeff's Story

What is Social Security's Ticket to Work Program?

What Is the Ticket to Work Program?

The Ticket to Work Program

- Is a free and voluntary Social Security program
- Offers career development for people ages 18 through 64 who receive Social Security disability benefits (SSDI and/or SSI) and want to work

How Can the Ticket Program Help?

The Ticket to Work Program connects you with free employment services to help you:

- Decide if work is right for you
- Prepare for work
- Find a paid work opportunity
- Succeed at work

Learn More:

What is Social Security's Ticket to Work Program?

Self-Guided Tutorial

Social Security Disability Programs

Social Security Disability Insurance (SSDI)

Supplemental Security Income (SSI)

Ticket to Work Help Line

The Ticket to Work Program offers a toll-free Help Line to answer your questions and support you on your journey to financial independence.

Call the Ticket to Work Help Line
Monday - Friday, 8 a.m. - 8 p.m. ET

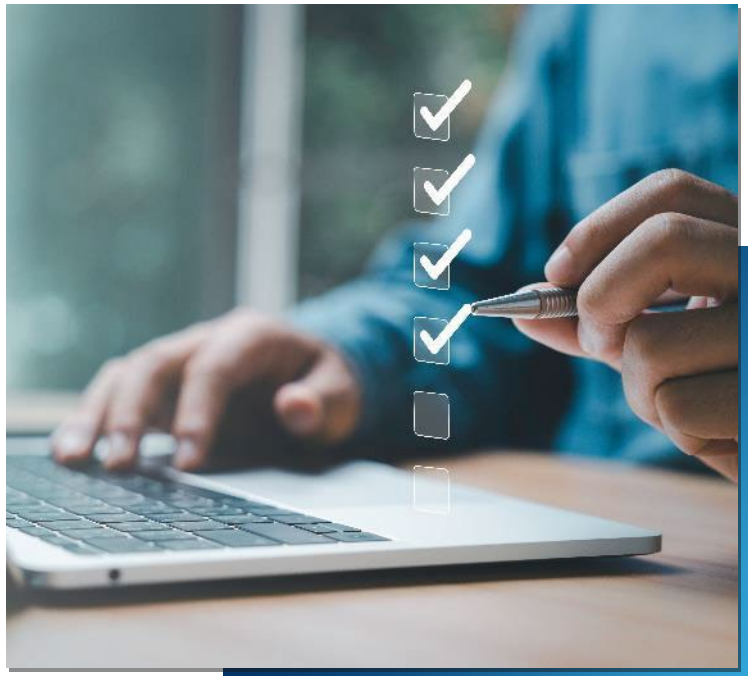
1-866-968-7842
1-866-833-2967 (TTY)

Benefits for Veterans

Types of Benefits

Veterans Affairs and Social Security both Offer Benefits for Veterans with Disabilities

- U.S. Department of Veterans Affairs (VA)
- U.S. Social Security Administration (SSA)
  - Social Security Disability Insurance (SSDI)
  - Supplemental Security Income (SSI)

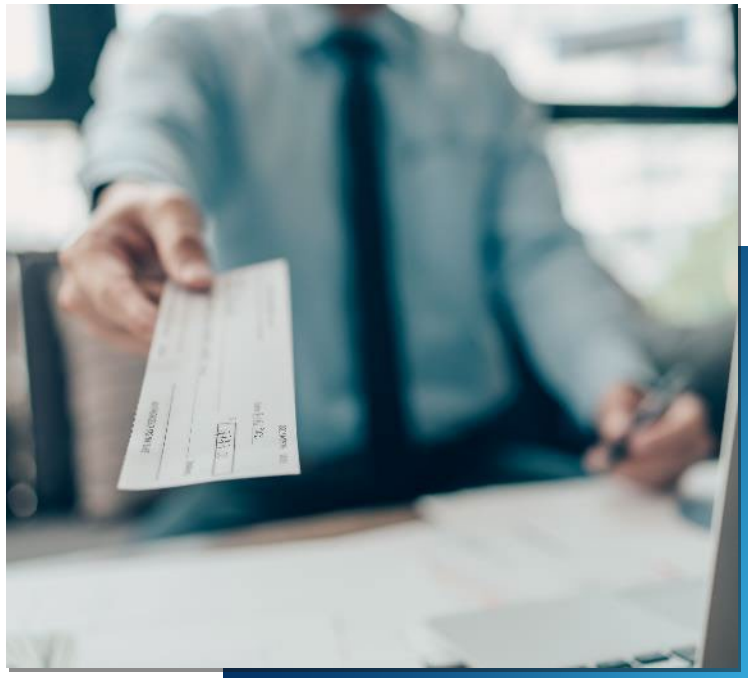


VA Benefits

- Eligibility:
  - Must have served on active duty.
  - Must have good paper (discharge status).
  - Must have served for at least 2 years for most benefits.

Disability Compensation

- For service-connected disabilities
- Disabilities rated 0 to 100%
- Amount paid based on disability rating
- If rated 30% or higher, extra money for family members
- In most cases, can work and keep compensation



Disability Pension

- Veteran's household must be low-income
- Requires service during a period of war
- Must be disabled or age 65 or older
- Extra money for family members
- Wages reduce the amount of Pension payments

Health Care

- Requires registration
- 8 priority groups
- None or low copayments
- VA will bill private insurance

Vocational Rehabilitation

- Veteran Readiness and Employment (VR&E) Program for veterans with service-connected disabilities
  - Reemployment
  - Rapid access to employment
  - Self-employment
  - Employment through long-term services
  - Independent living
- Compensated Work Therapy (CWT) for veterans with mental health conditions

Social Security Benefits for Veterans

- Social Security benefits for veterans
  - Veterans can receive SSDI and SSI.
  - SSI payments can decrease if a veteran receives benefits from the VA.

Special Rules for Veterans

- Faster claims handling for some veterans.
  - 100% permanent and total disability compensation rating.
  - Wounded warriors (injured while on active duty after October 1, 2001).
- If Social Security determines you are eligible for SSDI or SSI, the VA will find you eligible for Disability Pension.

How to Find Help

- Help with VA benefits: va.gov/ogc/apps/accreditation/index.asp.
- For help with Social Security benefits, contact the Social Security Administration's Help Desk at 1-800-772-1213 or 1-800-325-0778 (TTY).
- Look for a Benefits Counselor who has earned the Veteran-C credential from Cornell University. These planners have special knowledge and expertise to help veterans who receive VA benefits.
- If you are a Benefits Counselor who wants to earn the Veteran-C credential, visit ytionline.org.

Another Veteran's Ticket Program Journey

- Robert is a veteran who spent seven years serving in the U.S. Army. After a surgery mishap, he sustained a spinal cord injury that left him with limited mobility.
- When he was ready, Robert connected with a Ticket Program Employment Network (EN), Paralyzed Veterans of America (PVA). Together, they developed an Individual Work Plan that included the goal of returning to school.
- While he made progress in school, Robert's EN helped him find a volunteer program at a hospital. He became a peer counselor and enjoyed helping fellow veterans get the services they needed for a smooth transition back to civilian life.
- He used his volunteer experience and education to start a new career as a National Service Officer with Paralyzed Veterans of America (PVA)

Robert's Story

Q&A

Your Path to Financial Independence

Veterans Bring Desirable Skills to the Workforce

- ✓ Teamwork
- ✓ Leadership
- ✓ Dedication
- ✓ Integrity
- ✓ Flexibility
- ✓ Problem Solving

Think Like an Employer

- To land a job, the most powerful thing you can do is to show an employer how you will add value to their organization.
- Let them know about the impact and the results you've achieved in your work experience.

Employers Understand Results

Communicate your ability to make a positive impact on critical aspects of the business to increase your chance of being hired.

Most organizations focus on:

- Attracting and retaining customers
- Improving customer satisfaction, and product or process quality
- Increasing operational efficiency
- Boosting the performance of the organization (in part or as a whole)
- Improving the organization's strategy
- Maximizing the return on investment

Turn Military Experience Into a Civilian Career

Results hiring managers care about	How you have delivered results in these areas in the past, and/or how you can deliver them in the future
Quickly solve problems, and prevent them from occurring again	**Example:** When conducting After Action Reviews, I focus on the root causes of problems rather than searching for someone to blame. As a result, I ensure we only make a particular mistake one time, and that we can accurately identify and address any operational weaknesses.
Improve safety and reduce accidents	**Example:** Having spent time on rifle ranges, handling hazardous materials, and working around dangerous equipment, I understand how to develop, disseminate, and implement safety guidelines that virtually eliminate accidents or injuries.

Source: Think Like an Employer | Veteran and Military Transition Center | CareerOneStop

Angel's Ticket Program Story

- Angel sustained neck and back injuries during his service in the U.S. Air Force. He medically retired and began receiving Social Security Disability Insurance.
- Angel was later diagnosed with thyroid cancer and by his own admission, was "overwhelmed by the weight of his disability and illness." With treatment, Angel was able to beat cancer and start thinking about work.
- From a friend, he learned about a company looking to hire information technology (IT) professionals to support the U.S. Department of Defense. Angel was offered the job but had questions about what full-time employment would mean for his disability benefits.
- Through the Ticket to Work Help Line, he connected with an Employment Network that provided him with free benefits counseling. He learned about Work Incentives and how work would impact his benefits. With this information, he had the confidence to accept the job offer.

Angel's Story

Who Can Help You Achieve Your Work Goals?

Achieving Your Work Goals with Ticket to Work

As you think about returning to work and possibly changing jobs or careers, you may have questions and need support.

- Connecting with a **Ticket Program service provider** can help you develop achievable goals and establish steps to find and maintain employment in your new career.
- Ticket Program service providers can also help you identify the type of job or career you might enjoy and any transferable skills you may have.

Ticket Program Service Providers

Through the Ticket Program, You'll Have Access to a Variety of Ticket Program Service Providers, Including:

Employment Networks (EN)

State Vocational Rehabilitation (VR) Agencies

Employment Network (EN)

An **EN** is a private or public organization that has an agreement with Social Security to provide free employment support services to people who are eligible for the Ticket Program.

Many state public workforce systems, such as American Job Centers, are **Workforce ENs**.

How Can Working With an EN Help You?

Services and supports are designed to help you on the path to financial independence through work and may include helping you to:

- Identify your work goals
- Write and review your resume
- Prepare for interviews
- Request reasonable accommodations
- Receive benefits counseling
- Report your wages

State Vocational Rehabilitation (VR) Agency

A **State VR agency** provides a wide variety of services to help people with disabilities return to work, enter new lines of work, or enter the workforce for the first time. A State VR agency may offer benefits counseling and may also be able to help you with:

- Vocational rehabilitation
- Training and education

How Can Working With a VR Help You?

VR agencies:

- Usually work with individuals who need more significant services.
- In some states, this includes intensive training, education, and rehabilitation.
- They may also provide career counseling and job placement assistance as well as counseling about how earnings from work may affect your Social Security disability benefits.

How Do You Find a Service Provider?

For a list of service providers, call the Ticket to Work Help Line at **1-866-968-7842** or **1-866-833-2967 (TTY)**, Monday - Friday, 8 a.m. - 8 p.m. ET

To find a service provider online, visit the Find Help page. Search by:

- ✓ ZIP code
- ✓ Services offered
- ✓ Disability type
- ✓ Languages spoken
- ✓ Provider type
  (EN, Workforce EN, VR, or PABSS)

American Job Centers

Many American Job Centers are also Workforce ENs.

- There are nearly 2,400 American Job Centers nationwide to help people with employment questions and needs.
- Many have Veterans Representatives who offer specialized services to veterans.

Online Job Search Sites for Veterans

- Job Openings for Disabled Veterans (JOFDAV) JOFDAV has a job board and blog posts with helpful career information.
- Hire Heroes USA provides free job search assistance to U.S. military members, veterans, and their spouses.
- Getting Hired has a dedicated career section for veterans. Job seekers can register and apply to jobs for free.
- Hiring Our Heroes offers an expansive job board that features job listings for full-time, part-time, or contract roles.
- RecruitMilitary connects military job seekers with services that include a job board and nationwide career fairs.

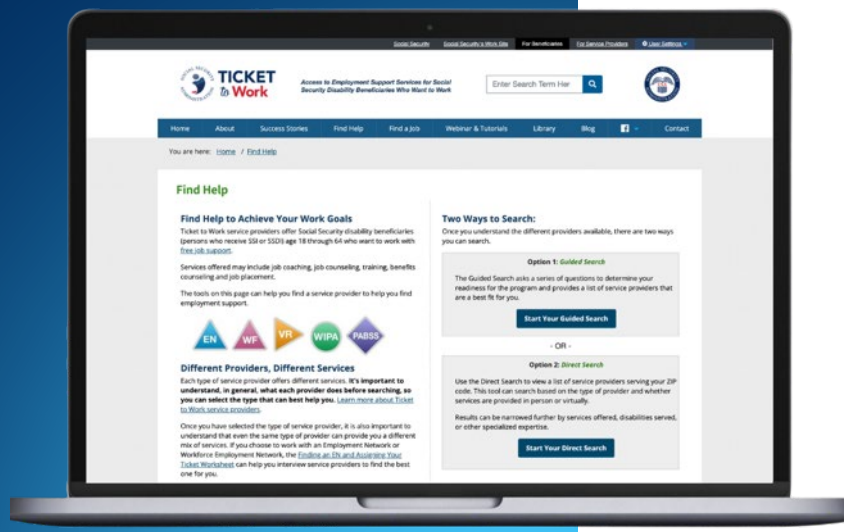
Ticket to Work for America's Veterans

- Learn more about the services and supports Jeff, Robert, and Angel used on their employment journey
- Learn about resources available to veterans
  - Social Security resources
    - The Journey to Success publication
    - Answers to popular questions

Source: Ticket to Work for America's Veterans Fact Sheet

Q&A

How To Get Started

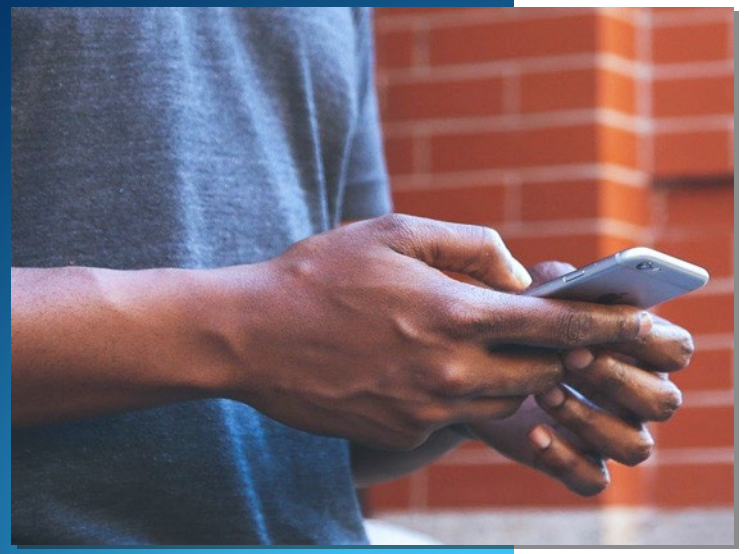


Social Security's Ticket to Work Program has resources ready to help you get started!

Call the Ticket to Work Help Line
1-866-968-7842
1-866-833-2967 (TTY)

Visit Our Website
choosework.ssa.gov

Use the Find Help Tool
choosework.ssa.gov/findhelp



How To Connect

Visit the Choose Work! Contact page to find us on social media and subscribe to blog and email updates.

Opt-in to receive text messages by texting TICKET to 1-571-489-5292. Standard messaging rates may apply. You may opt-out at any time.

Email us at TicketToWork@.ssa.gov.

TICKET to Work

WISE

Work Incentive Seminar Event

Join Us for Our Next WISE Webinar!

Top 3 FAQs About Working While Receiving Disability Benefits

December 17, 2025
3 p.m. – 4:30 p.m. ET

REGISTER ONLINE

or call **1-866-968-7842** or
1-866-833-2967 (TTY)