



**TICKET**  
to **Work**

Helping You Today  
So You Succeed Tomorrow



# Ticket to Work for America's Veterans

**Date:**  
Wednesday,  
Nov. 15, 2023

**Time:**  
3 – 4:30 PM ET

FREE WEBINAR

## Ticket to Work for America's Veterans

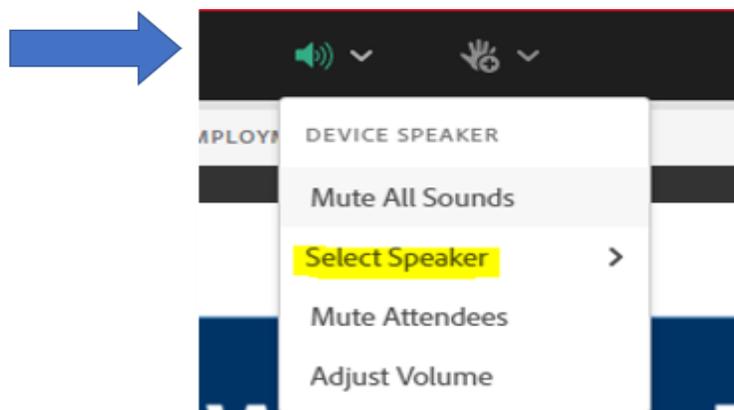
**TICKET** | **WISE**  
to **Work** | Work Incentive Seminar Event

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# Accessing Today's Webinar (Slide 1 of 3)

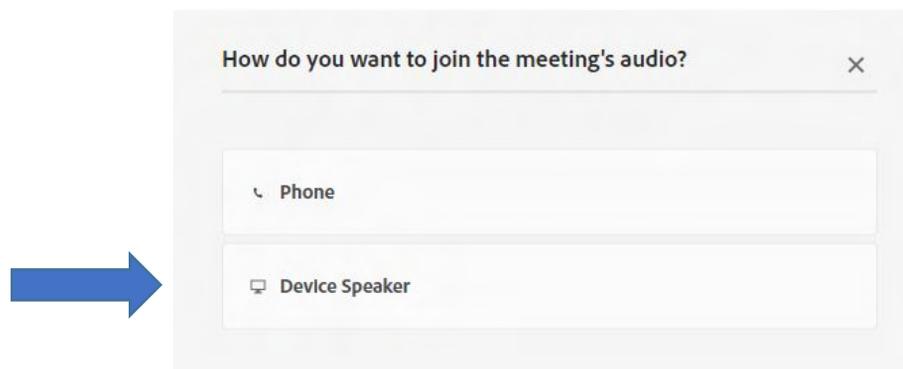
You can manage your audio using the audio option at the top of your screen (it will look like a speaker). In the dropdown menu choose **Select Speaker** to select the applicable audio option.



# Accessing Today's Webinar (Slide 2 of 3)

All attendees will be muted.

- Select an option to **How do you want to join the meeting's audio?**
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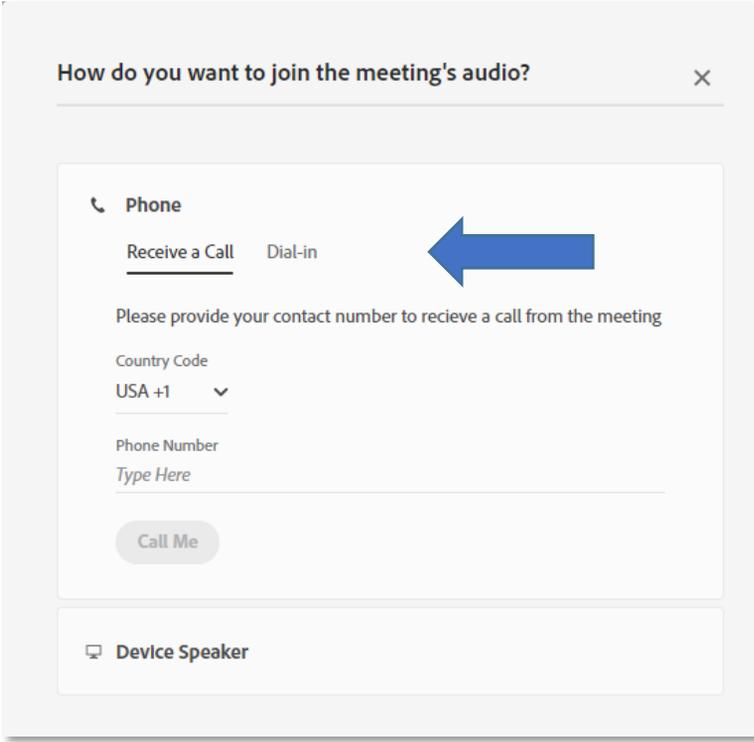


# Accessing Today's Webinar (Slide 3 of 3)

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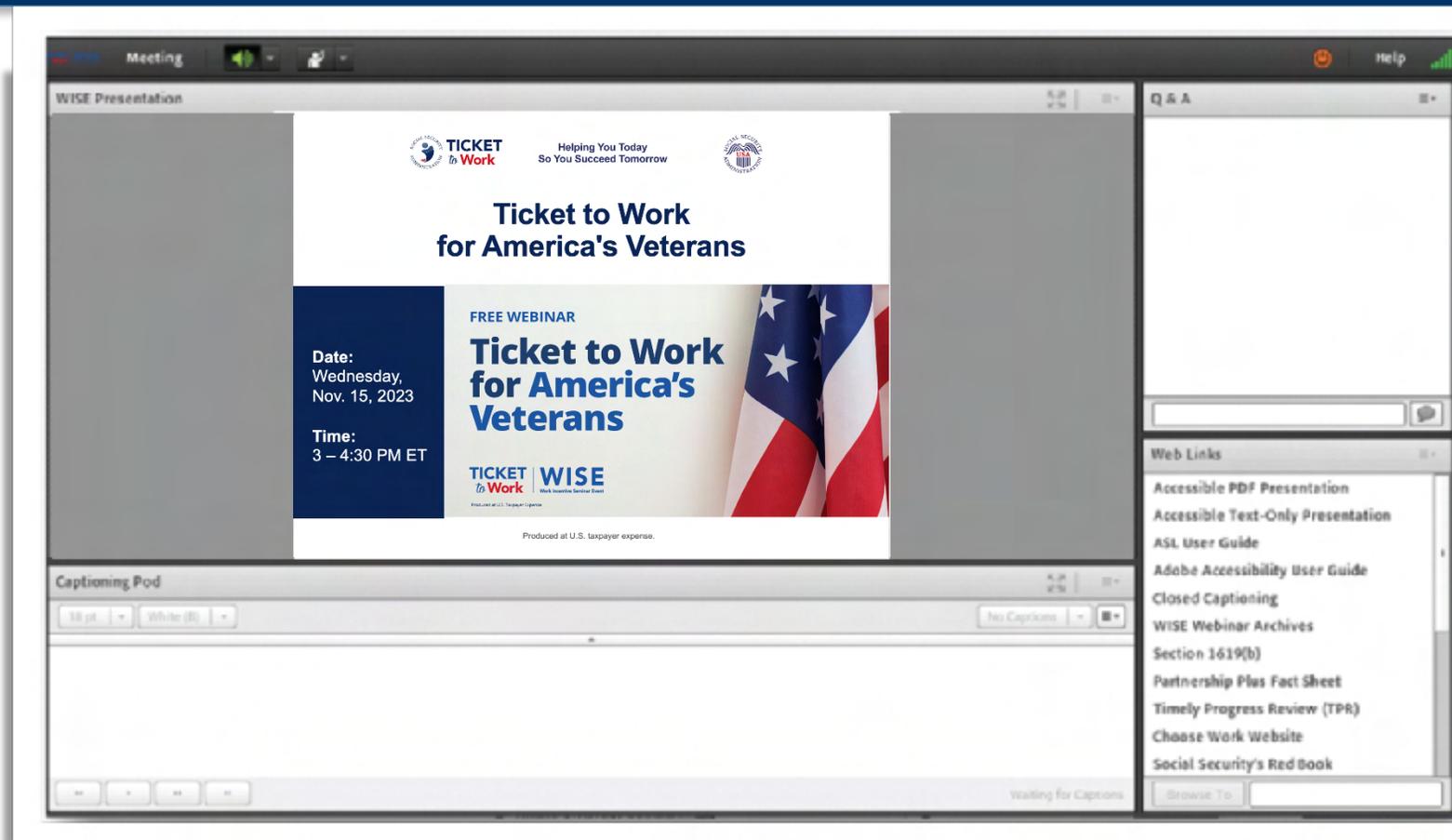
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# Adobe Connect Platform



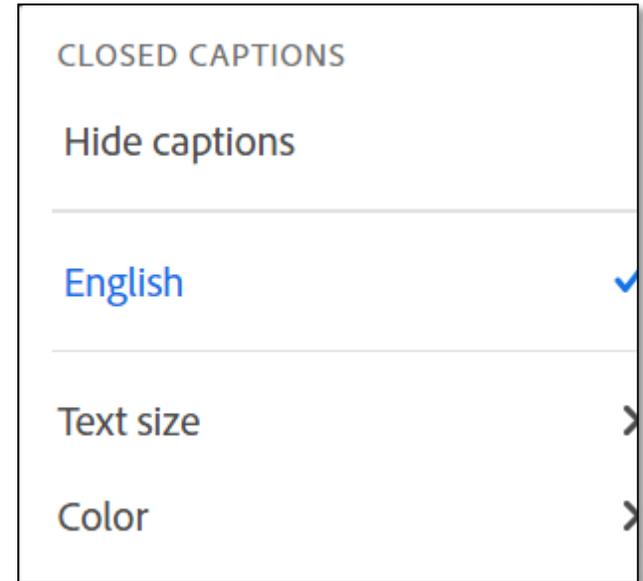
# Adobe Connect Accessibility User Guide

Should you need assistance navigating Adobe Connect, use the [Accessibility User Guide](#) complete with a list of controls.

New Keyboard Shortcuts	
CTRL + M	Toggle Microphone on (locked) or off.
CTRL + UP ARROW	Toggle Raise Hand Status.
CTRL + .	Toggle Full Screen Mode. Applies to currently selected Share Pod.
CTRL + '	Promote to Host. Requires selected attendee(s) in the Attendee List.
CTRL + ]	Demote to Participant. Requires selected attendee(s) in the Attendee List.
CTRL + /	Promote to Presenter. Requires selected attendee(s) in the Attendee List.
CTRL + ,	Start/Stop Recording (toggle). For Start, brings up the Start Recording Dialog.
CTRL + \	End Meeting. Brings up the End Meeting Dialog.
CTRL + [	Start/Stop Desktop Sharing. Applies to currently selected Share Pod.
CTRL + SPACE	Opens up left most menu for keyboard navigation.

# Captioning

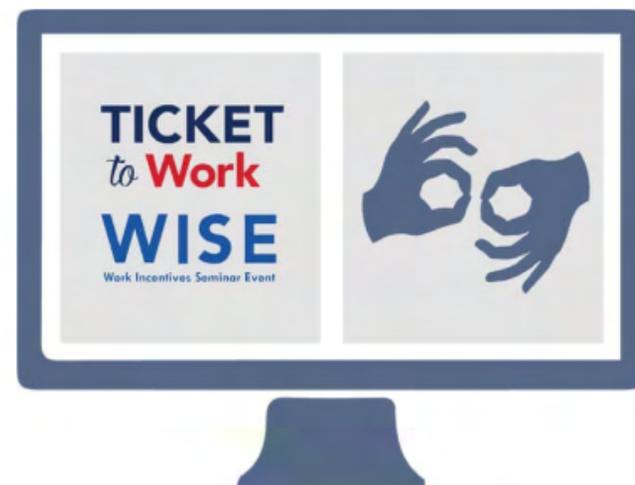
- Real-time captioning is provided during this webinar
- The captions can be found in the **Captioning pod**, which appears below the slides
- As a participant, you can show or hide the caption display, and you can change the text size and choose the text color combinations to best meet your vision requirements.



You can also access [captioning online](#).

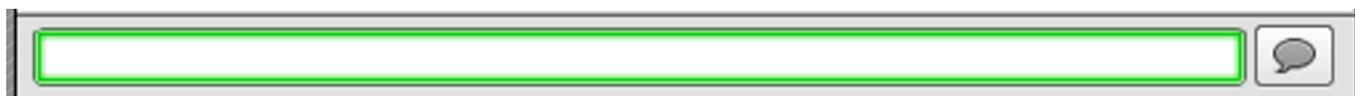
# American Sign Language (ASL)

- 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).



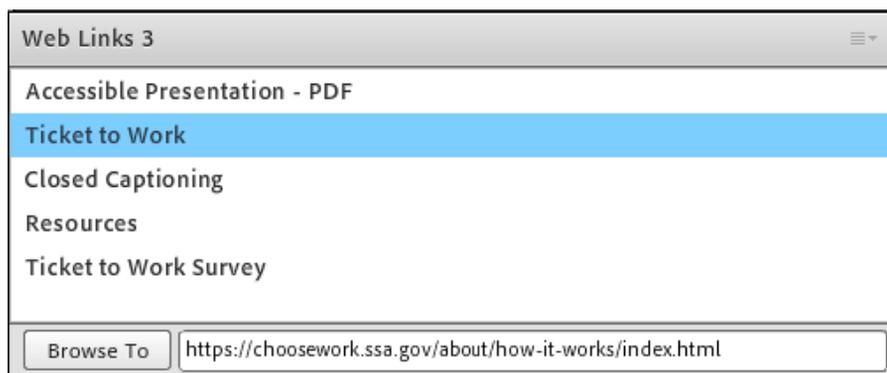
# Questions and Answers (Q&A)

- For Q&A: Please use the **Q&A pod** to submit any questions you have during the webinar, and we will direct the questions accordingly during the Q&A portion.
- If you are listening by phone and not logged in to the webinar, you may also ask questions by emailing them to [webinars@choosework.ssa.gov](mailto:webinars@choosework.ssa.gov)



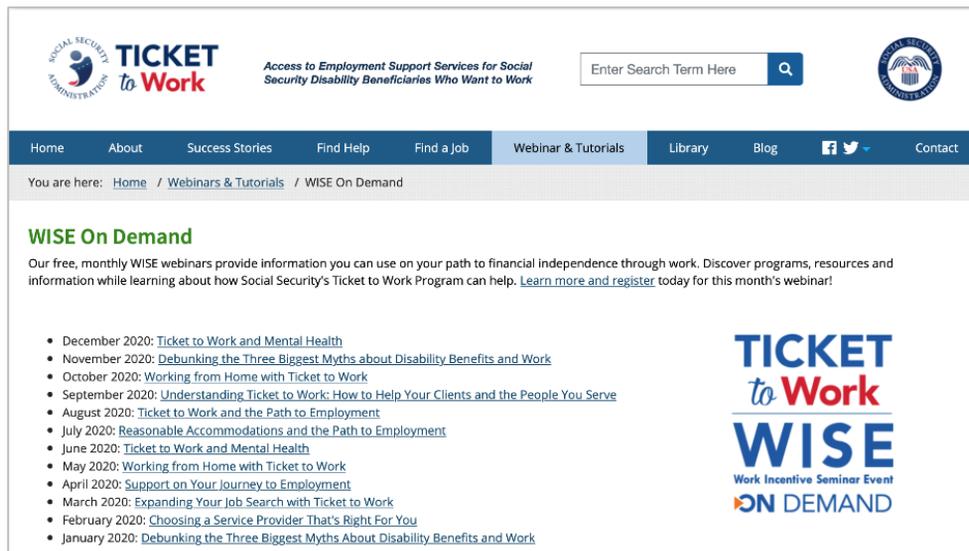
# Webinar Online Resources

- Please use the **Web Links pod** to find the resources presented during today's webinar.
- If you are listening by phone and not logged in to the webinar, you may email [webinars@choosework.ssa.gov](mailto:webinars@choosework.ssa.gov) for a list of available resources.



# Archived Events

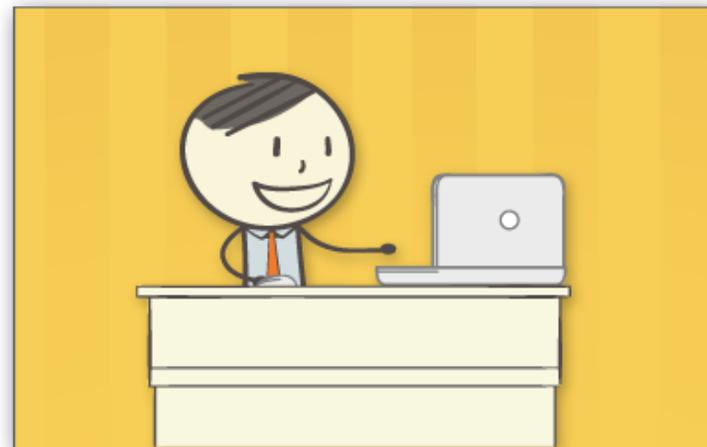
**Please note:** This webinar is being recorded, and the archive will be available within 2 weeks through **WISE on Demand**.



The screenshot shows the Ticket to Work website interface. At the top left is the Social Security Administration logo and the 'TICKET to Work' logo. To the right is the tagline 'Access to Employment Support Services for Social Security Disability Beneficiaries Who Want to Work' and a search bar. Below this is a navigation menu with links for Home, About, Success Stories, Find Help, Find a Job, Webinar & Tutorials (which is highlighted), Library, Blog, and Contact. A breadcrumb trail indicates the current location: 'You are here: Home / Webinars & Tutorials / WISE On Demand'. The main content area is titled 'WISE On Demand' and contains a paragraph explaining that free, monthly WISE webinars provide information for financial independence through work. Below this is a list of 12 archived webinar topics from January 2020 to December 2020, each with a link to the recording. On the right side of the content area is the 'TICKET to Work WISE Work Incentive Seminar Event ON DEMAND' logo.

# Technical Assistance

If you experience any technical difficulties during the webinar, please use the **Q&A pod** to send a message, or you may email [webinars@choosework.ssa.gov](mailto:webinars@choosework.ssa.gov).



# Presenters

## Welcome and Introductions

**Moderator:** Derek Shields, Ticket Program Team

**Presenter:** Debora L. Wagner JD, Yang-Tan Institute

# Welcome!

Thank you for joining us! Today, we'll discuss how Social Security's Ticket to Work (Ticket) Program can help you and answer questions related to:

- Social Security's Ticket Program
- Benefits for Veterans
- Who can help you achieve your employment goals?



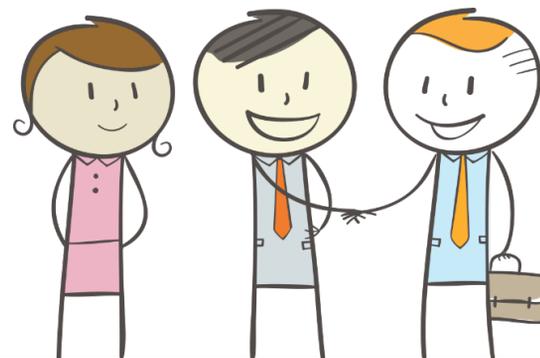
# Social Security Disability Benefits Program



**Social Security Disability Insurance (SSDI)**



**Supplemental Security Income (SSI)**



# Sign up for a *my* Social Security Account

- Your personal *my* Social Security account through [Social Security](#) gives you secure access to information based on your earnings history and interactive tools tailored to you.
- With a *my* Social Security account, you can access your earnings history and benefits information, request a replacement Social Security card, get a proof of income letter, estimate and apply for benefits, and more.

How to create a *my* Social Security account



Securing today and tomorrow

To create an account, you must:

-  Be at least 18 years of age
-  Have a Social Security number
-  Have a valid U.S. mailing address
-  Have an email address

# What Is the Ticket to Work Program? (Slide 1 of 2)

## 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 and want to work



# What Is the Ticket to Work Program? (Slide 2 of 2)

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 job
- Succeed at work

Learn more: [What is Social Security's Ticket to Work Program?](#)

[Self-Guided Tutorial](#)



**TICKET**  
*to* **Work**

# Ticket to Work Help Line

If you want to verify your eligibility for Ticket to Work or have questions about how the program works...

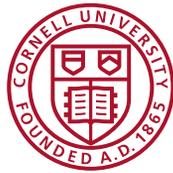
**Call the Ticket to Work Help Line:**

Monday - Friday 8:00 am - 8:00 pm ET

**1-866-968-7842**

**1-866-833-2967 (TTY)**





**ILR School**

# **Benefits for Veterans**

Work Incentive Support Center

Disability, Workplace, and Employment Support  
Practice Online Professional Programs



# Work Incentive Support Center



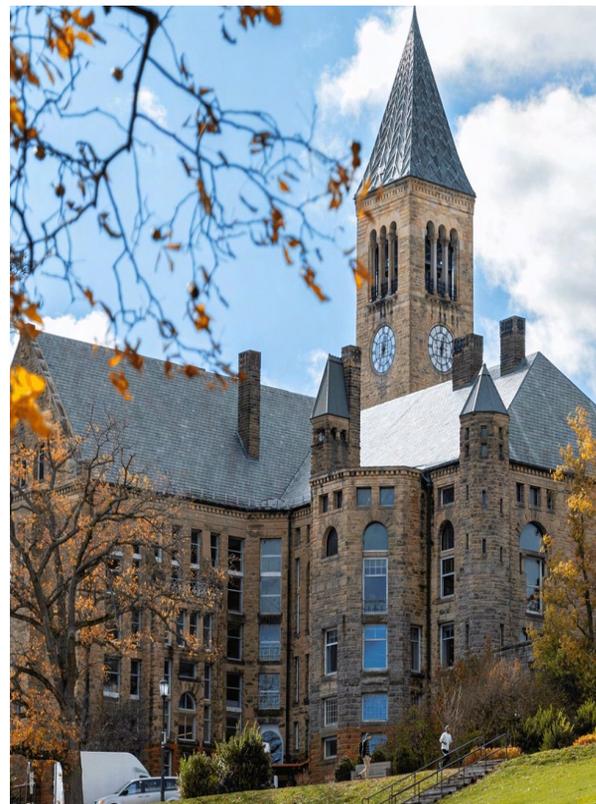
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***K. Lisa Yang and Hock E. Tan***  
*Institute on Employment and Disability*

**The Work Incentive Support Center (WISC)**  
provides training, credentialing, and support to  
practitioners in the field of work incentive planning.

WISC is housed in the K. Lisa Yang and Hock E. Tan  
Institute on Employment and Disability. The K. Lisa  
Yang and Hock E. Tan Institute on Employment and  
Disability, also known as the Yang-Tan Institute or  
YTI, is part of the ILR School at Cornell University.

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# Overview

- VA Disability Benefits
- Social Security Disability Benefits for Veterans
- How to find help

# Disability Benefits for Veterans

## Department of Veterans Affairs (VA) Benefits



# Eligibility for VA Benefits

- 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
- No or low copayments
- The VA will bill private insurance

# Vocational Rehabilitation

- Veteran Readiness and Employment (VR&E) 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

# Disability Benefits for Veterans

## Social Security Benefits for Veterans



# Disability Benefits

- Veterans can receive SSDI and SSI
- SSI payments can decrease if a Veteran gets 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 decides you are eligible for SSDI or SSI, the VA will find you eligible for Disability Pension.

# Want to Learn More

- Help with VA benefits

<https://www.va.gov/ogc/apps/accreditation/index.asp>

- Ask your Benefits Counselor if they have earned the Veteran-C credential from Cornell University. These planners have special knowledge and expertise to help Veterans who get VA benefits.
- If you are a Benefits Counselor who wants to earn the Veteran-C credential, visit <https://ytionline.org/>

# Contact Us

**K. Lisa Yang and Hock E. Tan**  
**Institute on Employment and Disability**  
**Cornell University**

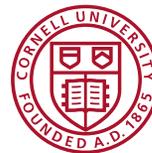
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Ithaca, New York 14853

Debora Wagoner, Senior Extension Associate

[dw529@cornell.edu](mailto:dw529@cornell.edu)



**ILR School**

# Your Path to Financial Independence



# Skills Veterans Bring to the Workforce

**TEAMWORK**

**LEADERSHIP**

**DEDICATION**

**INTEGRITY**

**FLEXIBILITY**

**PROBLEM SOLVING**

# Think Like an Employer

To land a civilian job, the most powerful thing you can do is persuade employers that you will add value to their organization.

One way to speak an employer's language is to communicate the impact and the results you've achieved in your work experience.



[Think like an employer | Veteran and Military Transition Center | CareerOneStop](#)

# Employers Understand Results

By communicating your ability to make a positive impact on critical aspects of the business, you'll increase your chance of being hired. Most organizations are focused on:

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



[Think like an employer](#) | [Veteran and Military Transition Center](#) | [CareerOneStop](#)

# Turn Military Experience into a Civilian Career

<b>Results hiring decision makers care about</b>	<b>How you have delivered results in these areas in the past, and/or how you can deliver them in the future</b>
Quickly solve problems, and then prevent them from occurring again	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	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.

[Think like an employer](#) | [Veteran and Military Transition Center](#) | [CareerOneStop](#)

# How Can Social Security Help?

An Employment Network (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**



# Employment Networks (EN)

An EN's service area may cover:

- The **local** community or **statewide**
- **Multiple states**
- The **whole country**



An EN may offer its services:

- **In person**
- **Virtually**, by phone or email
- Both **in person** and **virtually**

# 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.



[American Job Centers](#) | [Veteran and Military Transition Center](#) | [CareerOneStop](#)

# Online Job Search Sites for Veterans (Slide 1 of 2)

## Job Search Boards for Veterans

- [Job Openings for Disabled Veterans \(JOFDAV\)](#) OFDAV has a job board and blog posts with helpful career information.
- [Hire Heroes USA](#) Hire Heroes USA provides free job search assistance to U.S. military members, veterans and their spouses.
- [Getting Hired](#) Getting Hired has a dedicated career section for veterans. Job seekers can register and apply to jobs for free.



# Online Job Search Sites for Veterans (Slide 2 of 2)

## Job Search Boards for Veterans

- [Hiring Our Heroes](#) Hiring Our Heroes offers an expansive job board that features job listings for full-time, part-time or contract roles.
- [RecruitMilitary](#) RecruitMilitary connects military job seekers with services that include a job board and nationwide career fairs.



# Meet Jeff

Jeff was a 22-year-old car enthusiast who applied his aptitude for fixing things to the Marine Corps Tank Unit.

In 2001, he carried those expanded skills into the civilian workforce as a limousine mechanic.

In 2009, Jeff was in a devastating motorcycle accident which caused serious injuries including losing the use of his right arm, leading to eight years of rehabilitation



# Jeff's Road to Recovery

Jeff moved in with his mother and he was grateful for his family's support.

He received Social Security Disability Insurance (SSDI) and spent the next eight years seeing specialists, enduring surgeries and finding new ways to perform the activities of daily living.

His grueling rehabilitation regimen was unlike any workout he had experienced in the Marines.

# Return to Education and Work

Propelled by incremental successes and recovered strength, Jeff felt ready to lean into his future. At the end of 2015, an advertisement for Genesee Community College prompted his decision to return to school.

He also learned about Ticket to Work, which connected him with a New York State **Vocational Rehabilitation** agency that assisted with college expenses, and disability accommodations needed for school.



# Return to Education and Work

In 2016, Jeff earned an associate degree from Genesee Community College, and then went on to complete a Bachelor of Arts in psychology at the State University of New York Brockport in 2018.

Jeff's success in college gave him the confidence he needed as he prepared to enter a brand-new field as an Employment Training Counselor.



# Jeff's View on Ticket to Work

“ *Participating in the Ticket to Work Program was the best decision I ever made. The help I received... was amazing. I didn't know I could do the work I'm doing. Step by step, they helped me create a new pathway back to the workforce and I'm in a better place in my life. Now I'm helping other people find their way, and it's so satisfying!* ”



# Questions?



# 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:**

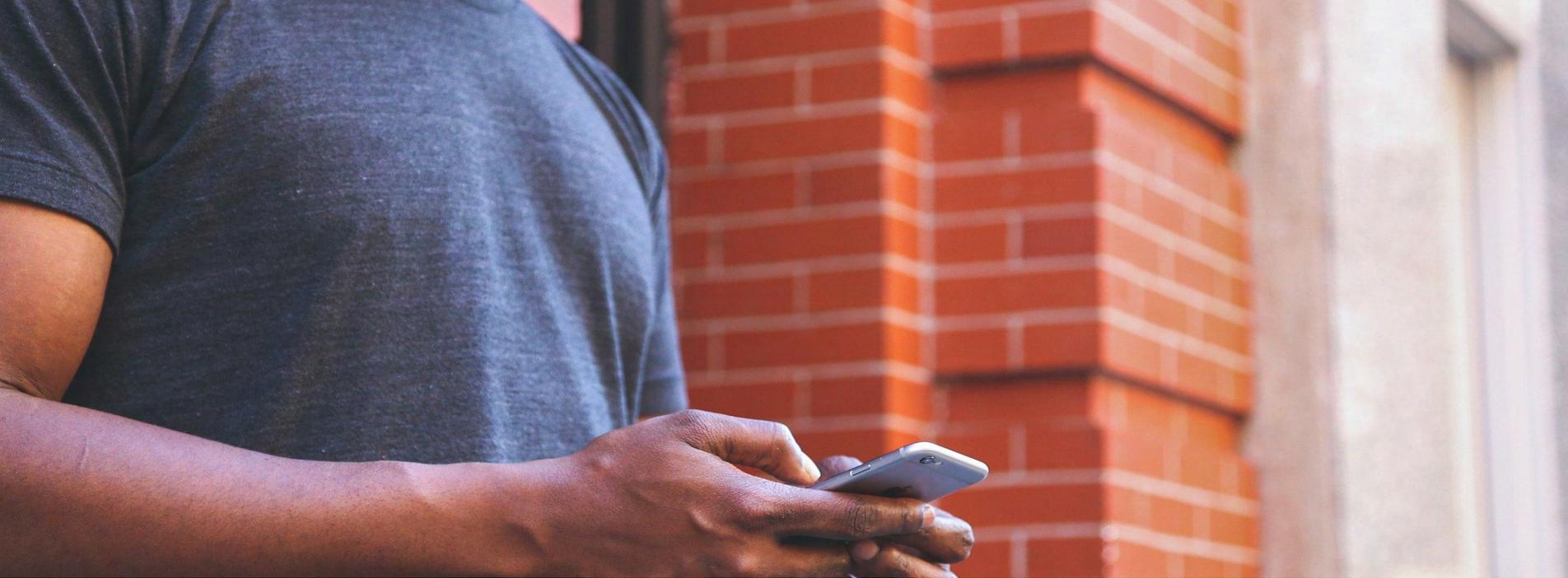
- 1-866-968-7842
- 1-866-833-2967 (TTY)

**Visit our website: [choosework.ssa.gov](https://choosework.ssa.gov)**

- **Use the Find Help Tool**

**[choosework.ssa.gov/findhelp](https://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 [support@choosework.ssa.gov](mailto:support@choosework.ssa.gov).

**Join Us for Our Next WISE Webinar!**

**TICKET**  
*to* **Work**

**WISE**  
Work Incentive Seminar Event

**How Will Work Affect My Disability Benefits?**

**Date: Wednesday, Dec. 20, 2023**

**Time: 3 - 4:30 PM ET**

**[Register online](#)**

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

# Tell Us What You Think!

Please remember to take our webinar survey!

A link will pop up after the webinar, or visit:  
[WISE Webinar Survey](#).

