# Placeholder Slide

# Volunteer Your Way to Success in the Workplace

Ticket to Work WISE Work Incentive Seminar Event

April 24, 2024

LIVE Webinar Will Begin at 3 p.m. ET  
  
Several people standing outside, wearing t-shirts that say Volunteer on them. Two of the people are looking at the camera, smiling. In the background is another person who is looking at a clipboard.

# Cover Slide

**Volunteer Your Way to Success in the Workplace**

Ticket to Work WISE Work Incentive Seminar Event

Several people standing outside, wearing t-shirts that say Volunteer on them. Two of the people are looking at the camera, smiling. In the background is another person who is looking at a clipboard.

# Slide 3

# WELCOME Accessing Today’s Webinar (Slide 1 of 3)

MANAGE YOUR AUDIO

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.

Screen shot of the Device Speaker dropdown menu with an arrow pointing to the option to Select Speaker.

# Slide 4

# WELCOME Accessing Today’s Webinar (Slide 2 of 3)

ATTENDEES WILL BE MUTED

Select an option for **How do you want to join the meeting’s audio?**

The **Device Speaker** will enable the sound to be broadcast through your computer.

Make sure your speakers are turned on or your headphones are plugged in.

A screenshot of the portion of the webinar screen where you can select how to join the meeting's audio. An arrow points to the option for Device Speaker/Microphone.

# Slide 5

# WELCOME Accessing Today’s Webinar (Slide 3 of 3)

TO LISTEN BY PHONE

If you do not have sound capabilities on your computer or prefer to listen by phone, dial:

Toll-free number: **1-800-832-0736**

Access code: **4189148#**

A screenshot of the portion of the webinar screen where you select How you want to join the meeting's audio. An arrow points to the Phone option. The Phone menu is expanded showing the options to either Receive a Call or Dial-in.

**Slide 6**

# WELCOME

# Adobe Connect Platform

A screenshot of the Adobe Connect webinar platform window.

# Slide 7

# WELCOME

# Adobe Connect Accessibility

ADOBE CONNECT ACCESSIBILITY USER GUIDE

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

A screenshot of a list of keyboard shortcuts that can be used to navigate Adobe Connect.

# Slide 8

# WELCOME

# Real-Time Captioning

The provided real-time captions can be found in the **Captioning pod**, which appears below the slides.

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.

Screenshot of the Closed Captions dropdown menu in Adobe Connect. Options listed include hide captions, English, text size and color. English is selected, the text color is blue with a checkmark beside it on the right.

**Slide 9**

# WELCOME

# 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).

A man signing Thank You to the camera on the laptop in front of him.

# ****Slide 10****

# WELCOME

# Questions and Answers (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 are not logged in to the webinar, you may also ask questions by emailing them to webinars@choosework.ssa.gov.

Screenshot of the Adobe Connect Q&A pod with a blue arrow pointing to the "type here" text box at the bottom of the Q&A pod.

# ****Slide 11****

# WELCOME

# 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 for a list of available resources.

Screenshot showing an example of the Web Links pod in Adobe Connect.

# ****Slide 12****

# WELCOME

# Archived Events

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

A laptop computer with the screen showing the WISE on Demand webinar archive page.

# ****Slide 13****

# WELCOME

# 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.

Two call center representatives at a long desk, both are looking at computers and talking to people on their headsets.

# Slide 14

# WELCOME

# Presenters

MODERATOR

**Derek Shields**

Ticket Program Team

PRESENTER

**Raymond A. Cebula, III, J.D.**

Cornell University

Headshot of Derek Shields. Headshot of Raymond A. Cebula.

# Slide 15

# Webinar Overview

We’ll be covering these topics:

Volunteering: Why, How and Where?

Making the Connection: Volunteering and Ticket to Work

Who Can Help You Achieve Your Work Goals?

Putting It Together: Meet Robert

# Slide 16

# Volunteering: Why, How and Where?

Picture of hands typing on a computer keyboard in the background.

# Slide 17

# Meet Hazel

An Example of Workplace Success Through Volunteering

* In 2013, after years of struggling with her mental health and recovery, Hazel entered a substance treatment program where doctors helped her find effective medicines and therapies. Within a year, she had given up alcohol and drugs.
* Hazel felt better than she had in years. A counselor from Hazel's recovery center connected her to Polaris House, a [clubhouse community](https://clubhouse-intl.org/what-we-do/what-clubhouses-do/) dedicated to helping its members recover from mental illness.

“When I became a member of Polaris House, I volunteered in the kitchen at first so I didn’t have to be around too many people. I was still vulnerable. I came in every day because it was a safe place where they understood me. There were others there like me who understood what I was going through.”

Headshot of Hazel.

# Slide 18

# Transition to Employment

* For the first time, Hazel found a place where she had meaningful work and a community where she belonged. After six months of volunteer service, she was put on the payroll part time.

“I was needed there. Being needed   
and valued are a lifeline –  
Polaris House has been a sanctuary.”

* By the end of 2014, Polaris House offered Hazel full-time employment as a Club House Generalist, a job with many facets. Generalists are familiar with running a clubhouse and in some cases, take on leadership roles. It was a great opportunity for Hazel.
* Hazel turned her volunteer work into a full-time career. Here are a few ideas about how volunteering can start you on the path to a career and financial independence.

Headshot of Hazel.

# Slide 19

# What is Community Service?

* Community service is when you volunteer your time to help others in your community.
* It’s also an important way to gain   
  experience that can support your growth and preparation for work.
* When you volunteer, you can
  + learn new skills
  + meet new people
  + make a positive difference for other people in your community

A group of people standing in a circle, putting their hands together in the center of the circle as a show of working together.

# Slide 20

# Volunteering: Develop Assets and Skills

* Volunteering can also help you develop soft skills, such as a sense of social responsibility and empathy.
* Technical skills (learning new applications such as MS Office, Outlook, Internet search engines and more advanced programs).
* Connecting to the community helps you learn communication skills and become aware of the community’s needs and the challenges others face.

A person making a heart shape with her hands.

# Slide 21

# Determine Where You Can Serve

* First, think about what kind of service or volunteer work interests you.
* There are many different types of community service, so choose something that you’re passionate about.
* Next, identify your employment goals and determine the skills you need to qualify.

A group of people planting a tree.

# Slide 22

# Places to Volunteer

Food Pantries and Soup Kitchens • Animal Shelters • Habitat for Humanity • Environmental Organizations • Youth Programs • Hospitals and Nursing Homes • Schools • Libraries • Community Events • Religious Organizations • Government Organizations

A collage of photos showing people volunteering in many different environments.

# Slide 23

# Example: Volunteering at a Soup Kitchen

* If you volunteer at a local soup kitchen,   
  you can learn how to:
  + - cook
    - serve food
    - communicate with a variety of people

This can help you in your personal life,   
like cooking for your family, or in your professional life, like working in a restaurant.

A closeup of a person's gloved hands removing the plastic wrap that is covering serving containers filled with food.

# Slide 24

# Apply to Volunteer

Once you’ve decided what type of community service or volunteer work you want to do, research organizations in your community that do that kind of work.

* Search online:
  + Online job directories, such as [Indeed](https://www.indeed.com/?from=jobsearch-empty-whatwhere)
  + [Volunteers of America](https://www.voa.org/volunteer/)
  + [Volunteer.gov](https://www.voa.org/volunteer/)
  + [VolunteerMatch.org](https://www.volunteermatch.org/)
* Ask friends and family or visit a local   
  volunteer center.

Hands typing on a laptop at a table. On the screen are the words Volunteers Needed.

# Slide 25

# Time to Apply

Now that you’ve decided what kind of community service you want to do, the next step is for you to apply! Here are the steps you can follow:

1. Find a community service organization that matches your interests.

2. Contact the organization and ask how you can apply to volunteer.

3. Fill out your application and submit it to the organization.

Three boxes with the following icons from left to right: a magnifying glass, a smartphone, and a document.

# Slide 26

# Get the Most Out of Your Community Service Experience

* Choose a cause that you’re passionate about
* Be consistent and reliable
* Be open-minded
* Take initiative and network to learn about jobs and careers
* Reflect on your experiences: what new skills did I learn? Did I add them to my resume or LinkedIn profile as keywords? What new professional contacts did I make?

Two casually dressed people sitting in chairs in an office. The adult volunteer is talking to a teenager.

**Slide 27**

**Meet Jesus**

**Another Volunteering Success Story**

* On his road to full-time employment, Jesus volunteered with [Telecare](http://www.telecarecorp.com/). Telecare works to improve the lives of people with serious mental illness.
* As a volunteer, Jesus learned about the important work this   
  organization does in his community and found a career path he   
  was passionate about.
* His role grew, and later that year, he accepted a paid position as a   
  part-time case manager.
* [Read more about Jesus](https://choosework.ssa.gov/library/jesus-success-story) to find out how volunteering and the Ticket Program helped him find his way to a full-time career.

Headshot of Jesus.

# Slide 28

# Q & A

Three white question marks on a grey background.

# Slide 29

# Making the Connection: Volunteering and Ticket to Work

Picture of hands typing on a computer keyboard in the background.

# Slide 30

# Volunteering and Ticket to Work

Making the Connection

* Now that you’ve learned about volunteering, how do you connect your experience to work and Social Security’s Ticket to Work (Ticket) Program?
* First, let’s learn more about the   
  Ticket Program.

A woman is sitting at a desk in her home, talking on the phone, while looking at her laptop screen and taking notes.

# Slide 31

# Social Security Disability Programs

Social Security Disability Insurance (SSDI)

Supplemental Security Income (SSI)

SSDI in a circle with the words, “Social Security Disability Insurance (SSDI)” in a box below on the left. SSI in a circle with the words, “Supplemental Security Income (SSI)” in a box below on the right.

# Slide 32

# 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.

Screenshot showing how to create a my Social Security account. 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, and have an email address.

# Slide 33

# Why Choose Work?

Earning a living through employment is not something everyone can do, but it may be right for you. Once people understand the many free services and supports available to them, they often find that the rewards far outweigh the risks.

Two construction workers looking at information on a clipboard while standing in a work site.

# Slide 34

# 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 and want to work

Social Security Administration Ticket to Work logo.

# Slide 35

# 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 Administration Ticket to Work logo.

# Slide 36

# Who Can Help You Achieve Your Work Goals?

Picture of hands typing on a computer keyboard in the background.

# Slide 37

# Who Can Help You Achieve Your Work Goals?

As you think about turning your volunteer work into work experience, 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 career.
* Ticket Program service providers can even help you identify the type   
  of career you might enjoy and any transferrable skills you may have   
  from volunteering.

# Slide 38

# Ticket Program Service Providers

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

EN icon. Underneath it says, “Employment Networks (EN). VR icon. Underneath it says, "State Vocational Rehabilitation (VR) Agencies.

# Slide 39

# Employment Network

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.

The EN icon next to a photo of two women sitting at a table in an office, talking, while looking at papers. A photo of two men shaking hands over a desk in an office next to the WF icon.

# Slide 40

# 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
* Identify possible volunteer opportunities to increase your skillset
* Prepare for interviews
* Request reasonable accommodations
* Receive benefits counseling

A man, sitting at his kitchen table, smiling and waving as he looks at his laptop screen.

# Slide 41

# 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

The VR icon next to a photo of hands typing on a laptop keyboard. To the bottom left of the last photo is a photo of people in a training session, sitting at long tables, with a presenter in the front of the room, who is calling on one person who has their hand raised. Bottom right box states “Some states have separate VR agencies that serve individuals who are blind and visually impaired.”

# Slide 42

# 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, job placement assistance as well as counseling about how earnings from work may affect Social Security disability benefits.

A man, sitting at a desk in his home, taking notes while in a virtual meeting on his laptop.

# Slide 43

# Volunteering and Ticket to Work

Once you connect with a service provider, it’s time to figure out how to turn your volunteer experience into a job.

Your service provider can help you on   
this path! Be sure to write down:

* the tasks you did
* the new skills you learned
* the impact you made
* what you gained from the experience as a whole

A woman is working on her resume on her laptop, sitting at a table in a coffee shop.

# Slide 44

# 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 am - 8 pm 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)

A woman using a laptop on a kitchen counter. She is also talking on her cell phone.

# Slide 45

**Putting It Together: Meet Robert**

Picture of hands typing on a computer keyboard in the background.

# Slide 46

**Robert’s Story**

* Robert is a veteran who spent seven years serving in the U.S. Army. After a surgery mishap in 2000, he sustained a spinal cord injury that left him with limited mobility.
* When he was ready, Robert connected with a Ticket to Work 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 the Heinz Veteran's hospital in Chicago. He became a peer counselor and enjoyed helping fellow veterans get the services they needed for a smoother transition back to civilian life.
* He took time to learn each service member's story, establish trust and piece together a profile of needs and eligibility.

Headshot of Robert.

# Slide 47

**A Valuable Stepping Stone**

* Volunteer work turned out to be a valuable stepping stone. Together, Robert and his career counselor updated his resume and sent it to the National PVA office.
* Robert applied for a position as a National Service Officer. In this role,   
  he would advocate for other veterans to make sure they are getting the services and benefits they need.
* Many veterans qualify for multiple benefits, and Robert would help them navigate the complex rules surrounding them. His knowledge of both disability and veterans' benefits combined with a personable style and resourceful approach that would allow Robert to serve his peers in a fulfilling occupation. PVA saw this and hired him in 2010.

Headshot of Robert.

# Slide 48

**A Rewarding Outcome**

“I never imagined I would get a job like the one I've had as a National Service Officer. It's rewarding to advocate for someone else. So many vets don't get the help they need because they don't know where to begin and how to go about the process. Ticket to Work helped me go to work where my heart is.”

Headshot of Robert.

# Slide 49

**Q & A**

Three white question marks on a grey background.

# Slide 50

# 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

A laptop with the screen showing the Choose Work Find Help tool webpage.

**Slide 5****1  
How To Connect**

* **Visit the** Choose Work! Contact pageto 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.

Closeup of a man's hands typing on a cell phone.

# Slide 52

# Join Us for Our Next WISE Webinar!

Expanding Your Job Search with Ticket to Work

**May 22, 2024**

3 pm – 4:30 pm ET  
  
REGISTER ONLINE or call **1-866-968-7842** or **1-866-833-2967 (TTY)**

WISE, Work Incentive Seminar Event icon.

# Slide 53

# 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

A woman sitting in a comfy, oversized chair, using a tablet.