# Placeholder Slide

# Ticket to Work and Reasonable Accommodations

Ticket to Work WISE Work Incentive Seminar Event

July 24, 2024

LIVE Webinar Will Begin at 3 p.m. ET  
  
An arrangement of 7 icons that represent various types of disabilities.

# Cover Slide

**Ticket to Work and Reasonable Accommodations**

Ticket to Work WISE Work Incentive Seminar Event

An arrangement of 7 icons that represent various types of disabilities.

# 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

**Jayme Pendergraft**

Ticket Program Team

PRESENTER

**Debora Wagner**

Cornell University

PRESENTER

**Wendy Strobel Gower**

Cornell University

Headshot of Jayme Pendergraft. Headshot of Debora Wagner. Headshot of Wendy Strobel Gower.

# Slide 15

# Webinar Overview

Today, we’ll provide information related to:

Social Security’s Ticket to Work Program?

The Americans with Disabilities Act (ADA)

Reasonable Accommodations

Matt’s Success Story

Next Steps and Resources

# Slide 16

# What is Social Security’s Ticket to Work Program?

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

# Slide 17

# Social Security Disability Programs

Social Security Disability   
Insurance   
(SSDI)

Supplemental Security   
Income   
(SSI)

# Slide 18

# 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 19

# 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 20

# 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 21

# How Can the Ticket Program Help?

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

* Decide if work, including self employment, 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?](https://choosework.ssa.gov/library/fact-sheet-what-is-social-security-ticket-to-work-program)

[Self-Guided Tutorial](https://choosework.ssa.gov/training/)

Social Security Administration Ticket to Work logo.

# Slide 22

# Who Can Help You Achieve Your Work Goals?

As you think about returning to work and possibly changing 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 even help you identify the type of job you might enjoy and any transferrable skills you may have.

# Slide 23

**Ticket Program Service Providers**

Through the Ticket Program, you’ll have access to a variety of Ticket Program Service Providers, including:

The EN icon. Below it reads: Employment Networks (EN)

The VR icon. Below it reads: State Vocational Rehabilitation (VR) Agencies

# Slide 24

**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**.

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 25

**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:

1. Identify your work goals
2. Find a position that may be the right fit
3. Write and review your resume
4. Prepare for interviews
5. Request reasonable accommodations
6. Receive benefits counseling

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

**Slide 26**

**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 27

**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 28

# 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](https://choosework.ssa.gov/findhelp). 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 29**

**Q & A**

Three white question marks on a gray background.

# Slide 30

**The ADA and Reasonable Accommodations**

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

# Slide 31

# Americans with Disabilities Act (ADA) of 1990

The ADA requires employers to provide **reasonable accommodations** to qualified employees and applicants with disabilities, unless such accommodations would pose an undue hardship (e.g., be too costly, too extensive, too substantial, or too disruptive).

Logo for the 34th anniversary of the ADA.

# Slide 32

# The ADA and Disability Disclosure

In general, the job applicant or employee with a disability is responsible for letting the employer know that they need an accommodation to:

* Participate in the application process
* Perform essential job functions
* Receive equal benefits and privileges of employment

A person handing a piece of paper to another person across a desk.

# Slide 33

# Definition of Disability

Who is a qualified individual with a disability?

Under the ADA, an individual with a disability is a person who:

* Has a physical or mental impairment that substantially limits one or more major life activities
* Has a record of such an impairment
* Is regarded as having such an impairment

An illustration of person holding a magnifying glass over a document that has a large, official-looking stamp on it that says Qualified.

# Slide 34

# Reasonable Accommodations

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

# Slide 35

**What is a Reasonable Accommodation?**

Reasonable accommodations are changes to a job, work environment, work schedule or any other adjustment that makes it possible for an employee with a disability to perform a job for which he or she is qualified.

16 icons that represent different types of disabilities and accommodations.

# Slide 36

# Examples of Reasonable Accommodations

* Modified/flexible work schedule for appointments or breaks
* Sign language interpreters and/or closed captioning
* Working from home (if applicable to type of job)
* Job coach, readers, or other assistants

Equipment needed to perform tasks for the job

* Alternative keyboard or mouse
* Headphones
* Screen readers
* Voice recognition

# Slide 37

**Disclosure**

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

# Slide 38

**What is Disclosure?**

In order to ask for accommodations, you will need to disclose your disability.

You will need to share personal information about your disability, including:

* The nature of the disability
* The limitations involved
* How it affects your ability to learn   
  and/or perform a job or task effectively

A person at a table in an office is talking and gesturing.

# Slide 39

**Do You Have to Disclose Your Disability?**

No. Disclosure is **your choice**.

A speech bubble with the words It Is Up to You!

# Slide 40

# 3 Reasons You Might Choose to Disclose

1. To ask for job accommodations
2. To receive benefits or privileges of employment
3. To explain an unusual circumstance

# Slide 41

# Asking for Job Accommodations During a Job Search

1. Consider your timing.
2. Ask questions about the hiring process.
3. Be specific about your needs.
4. Frame your request positively.
5. Know before the hiring process begins how much you are comfortable sharing.

A closeup of a person using a laptop. They are drawing a checkmark on a box on a checklist that is superimposed on top of the photo as a creative illustration.

# Slide 42

**Tips for Requesting Accommodations**

* Keep it simple: You can use “plain English” and are not required to mention the ADA or use the phrase “reasonable accommodation”.
* Put it in writing: While not required under the ADA, it can help to document your request.
* Talk to the appropriate people:   
  This might be your supervisor,   
  HR representative, or ADA coordinator.

A chalkboard background with large words that say Helpful Tips.

# Slide 43

**Your Employment Team Can Help**

By participating in the Ticket Program, you have access to service providers who can help you along the way.

This can include requesting accommodations, job coaching, resume guidance and job placement assistance.

Additional resources include:

* [Job Accommodation Network's Searchable Online Database](https://askjan.org/soar.cfm)
* [Northeast ADA Center Resources](https://northeastada.org/)

A person shaking hands with another person in an office.

# Slide 44

# Success Story: Meet Matt

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

**Slide 45  
Matt’s Success Story**

Matt received SSDI because hearing loss and other medical issues interfered with consistent employment.

“I always wanted and planned to work… to be productive, build a career and earn more money.”

His VR counselor explained that Social Security’s [Ticket to Work](https://choosework.ssa.gov/) (Ticket) Program could provide the comprehensive employment services he needed.

Matt's VR counselor connected him with [Community Integrated Services](https://cisworks.org/) (CIS), a Pennsylvania-based EN.

[Matt’s Success Story](https://choosework.ssa.gov/library/matt-success-story)

Headshot of Matt.

# Slide 46

# Connecting to his Employment Network (EN)

* Matt worked with a job development team at CIS that included a career counselor, an American Sign Language (ASL) interpreter and a [Benefits Counselor](https://choosework.ssa.gov/library/fact-sheet-benefits-counseling-and-the-path-to-employment).
* After helping Matt develop his resume, locate potential job leads and practice interview skills, Matt's career counselor advised him about reasonable accommodations and his legal rights under the Americans With Disabilities Act (ADA).

Headshot of Matt.

**Slide 47**

**What Did Matt Do?**

* Matt and his counselor identified accommodations that were essential for him and he agreed to disclose his disability and request accommodations.
* Matt did secure employment. On the job, Matt's primary means of communication is by keyboard. Using email is the best way for him to communicate with coworkers.
* Because Matt can read lips, one-on-one meetings are more productive than meetings with larger groups. In large meetings, he needs an interpreter to help him participate fully.

Headshot of Matt.

**Slide 48**

**Matt Achieved Financial Independence!**

* Matt was hired as a full-time Human Resources Assistant with his EN.
* Matt's role at CIS has evolved and he has since taken on moreresponsibility managing employee benefits and unemployment claims.

“I am in a supportive environment and position that work well for me. It feels good to be productive and now I can afford things I could not have before.”

Headshot of Matt.

# 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](https://choosework.ssa.gov/)

**Use the Find Help Tool**  
[choosework.ssa.gov/findhelp](https://choosework.ssa.gov/findhelp)

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

# Slide 51

# 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.

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

# Slide 52

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

**Working from Home with Ticket to Work**

**August 28, 2024**

3 pm – 4:30 pm ET

**REGISTER ONLINE**

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

Ticket to Work WISE Work Incentive Seminar Event logo