

Ticket to Work and Reasonable Accommodations



TICKET
to **Work**

WISE
Work Incentive Seminar Event

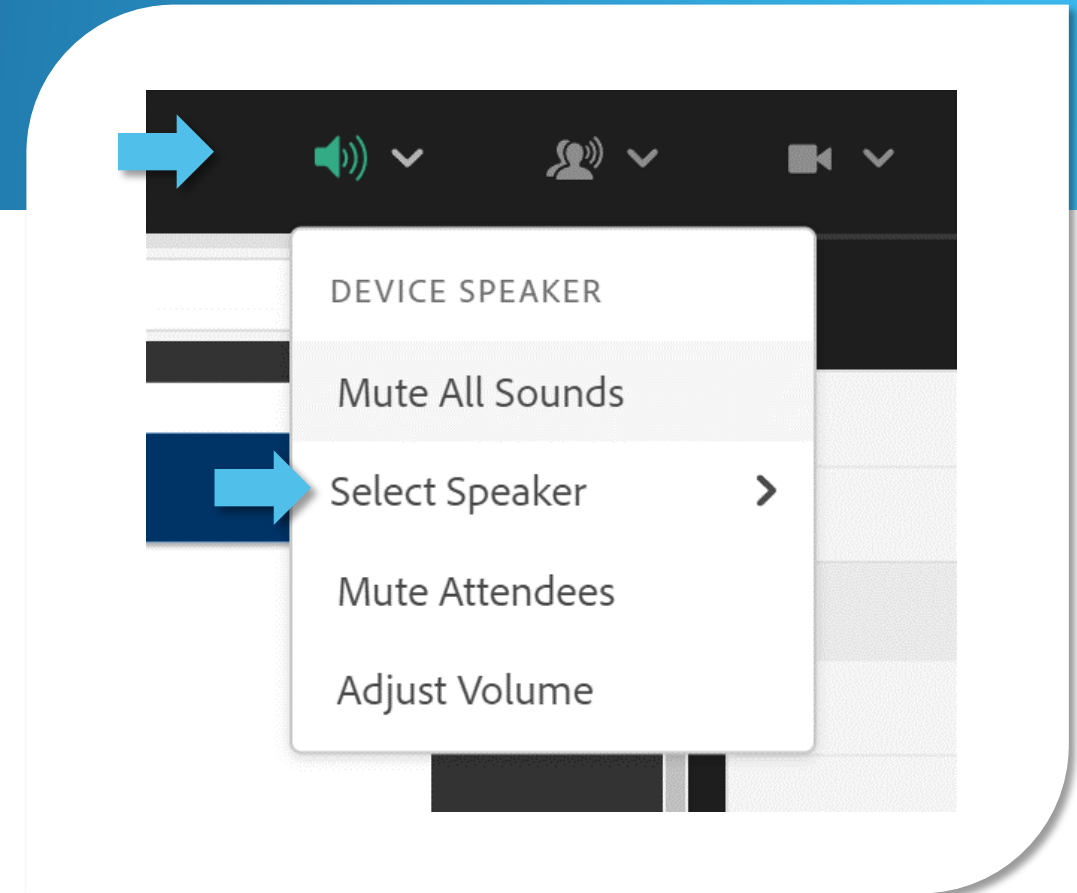
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Accessing Today's Webinar

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.



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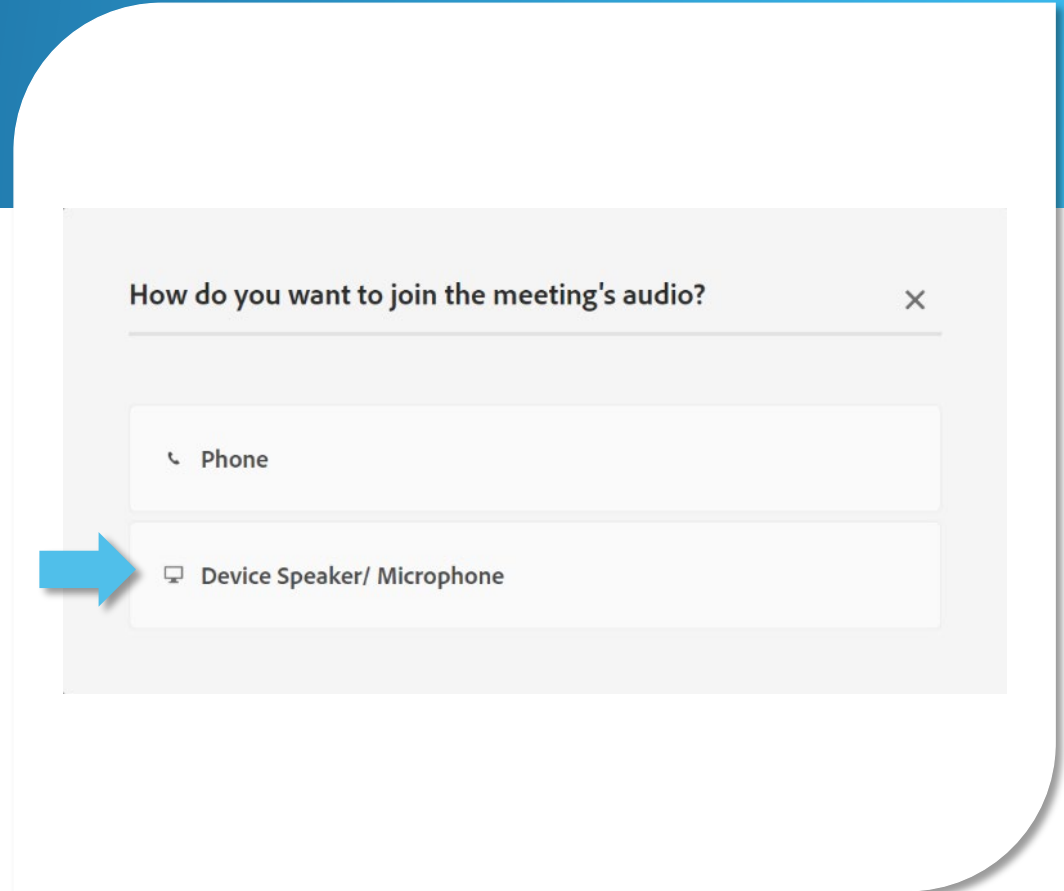
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ATTENDEES WILL BE MUTED

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.



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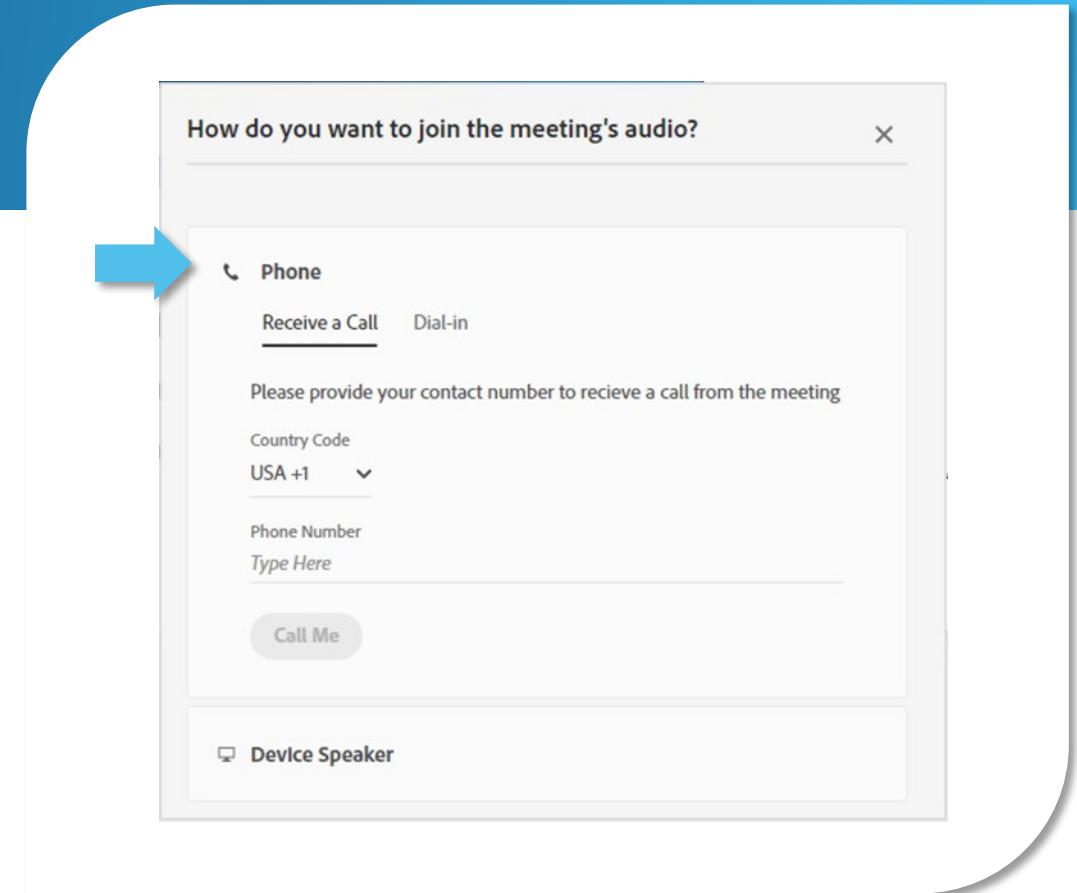
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TO LISTEN BY PHONE

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#**



How do you want to join the meeting's audio? ×

Phone

Receive a Call Dial-in

Please provide your contact number to receive a call from the meeting

Country Code
USA +1 ▾

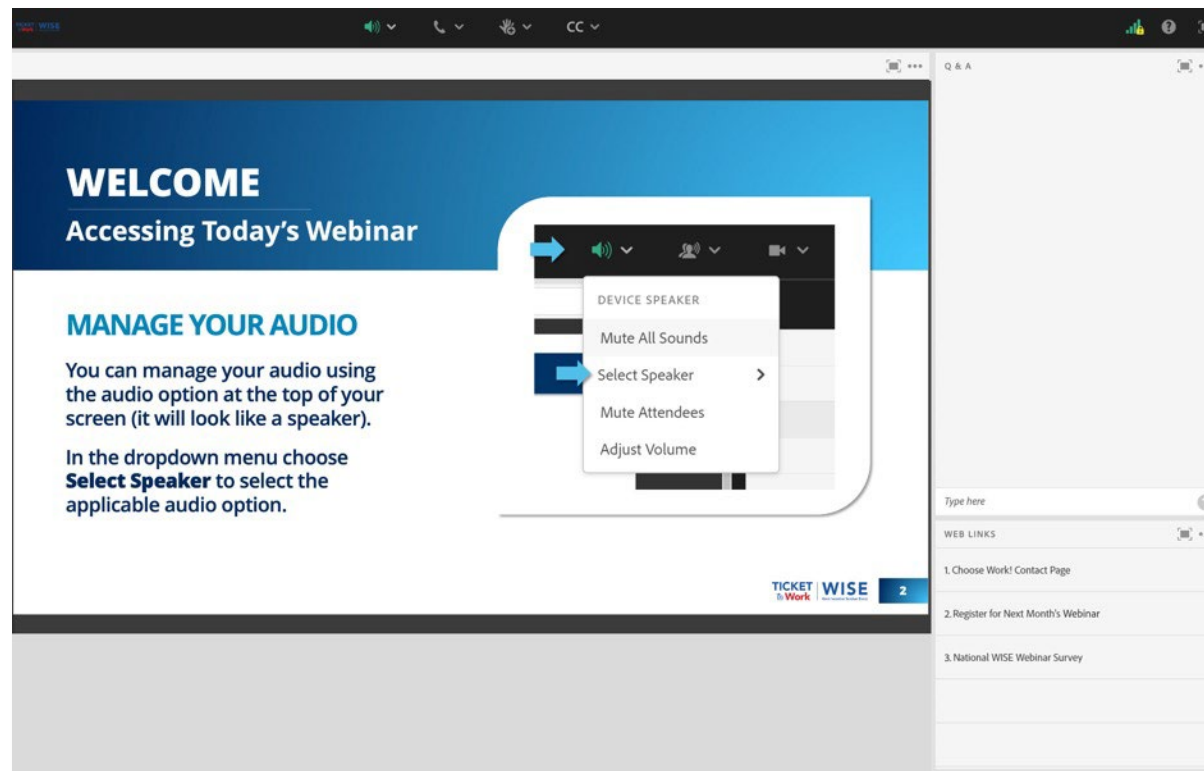
Phone Number
Type Here

Call Me

🔊 Device Speaker

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Adobe Connect Platform



The screenshot displays the Adobe Connect interface. At the top, there is a navigation bar with icons for audio, video, chat, and a 'CC' dropdown. The main content area has a blue header with the text 'WELCOME' and 'Accessing Today's Webinar'. Below this, a section titled 'MANAGE YOUR AUDIO' provides instructions: '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.' A callout box highlights the audio control bar at the top of the screen, showing a dropdown menu with the following options: 'DEVICE SPEAKER', 'Mute All Sounds', 'Select Speaker' (highlighted with a blue arrow), 'Mute Attendees', and 'Adjust Volume'. The bottom right of the screen shows a 'TICKET to Work WISE' logo and a '2' in a blue box. On the right side, there is a 'Q & A' section and a 'WEB LINKS' section with a list of links: '1. Choose Work! Contact Page', '2. Register for Next Month's Webinar', and '3. National WISE Webinar Survey'.

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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.

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.

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](#).

CLOSED CAPTIONS

Hide captions

English



Text size



Color



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).

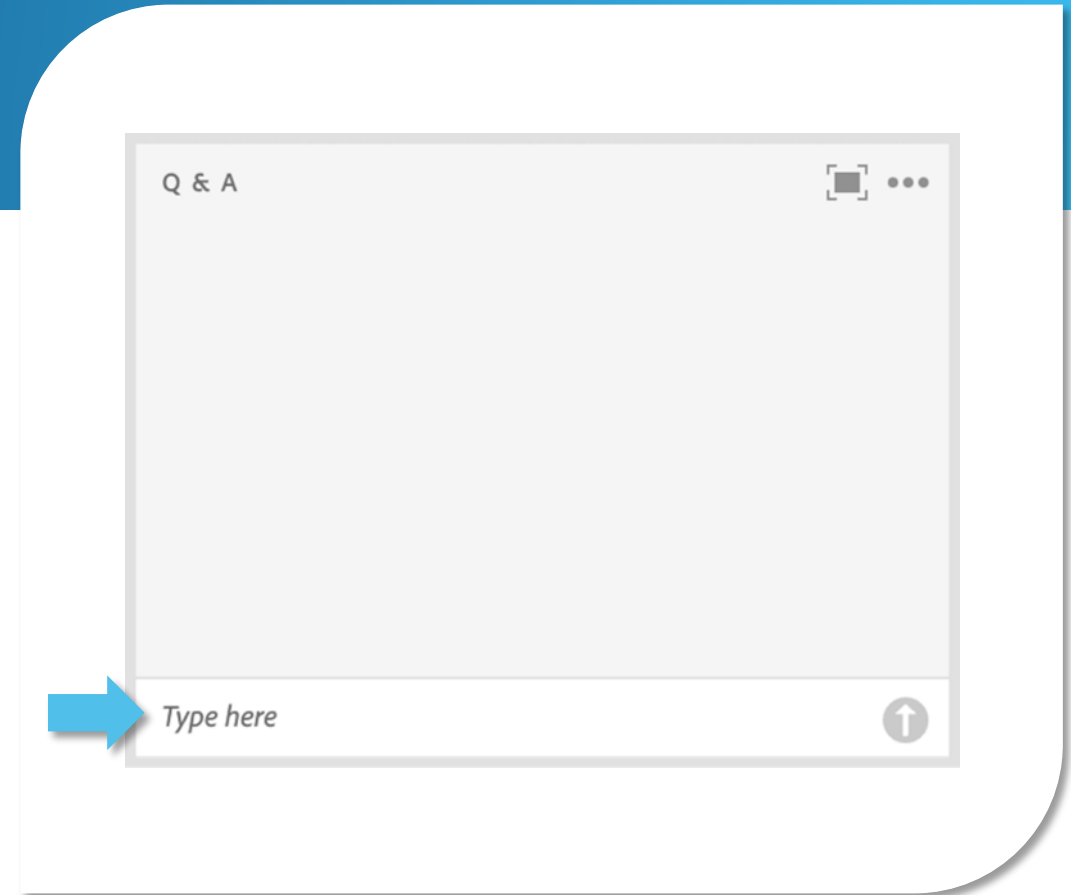


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Questions and Answers (Q&A)

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.

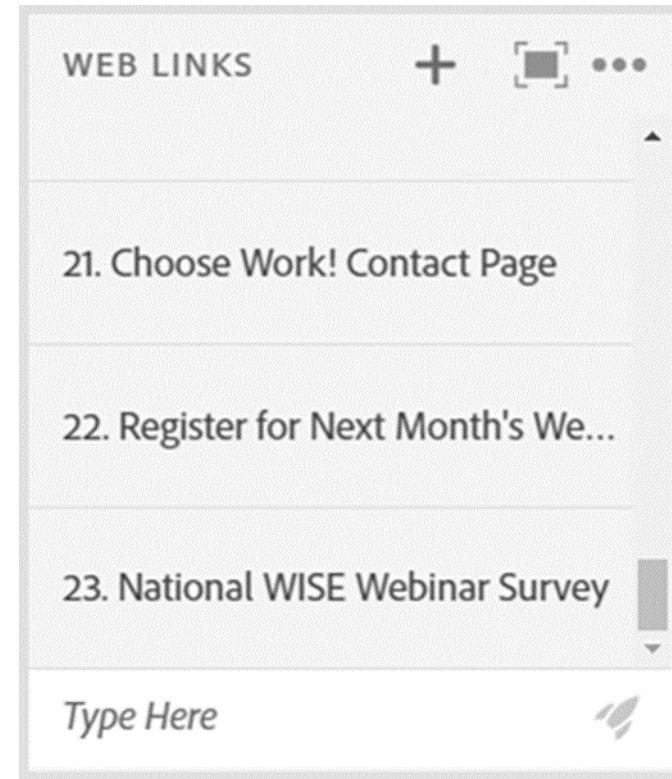


WELCOME

Webinar Online Resources

Please use the **Web Links pod** to find the resources presented during today's webinar.

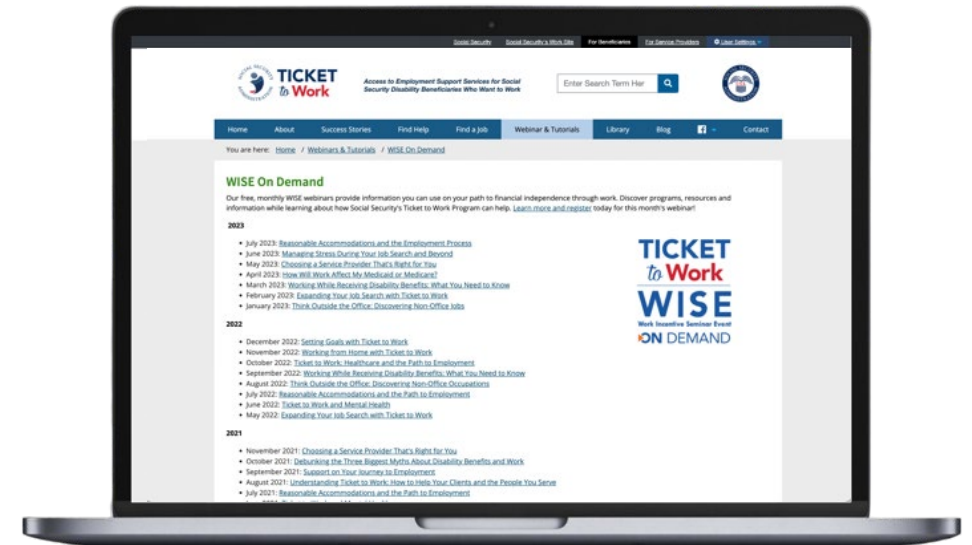
If you are listening by phone and not logged in to the webinar, you may email webinars@choosework.ssa.gov for a list of available resources.



WELCOME

Archived Events

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



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.



WELCOME

Presenters



MODERATOR

Jayme Pendergraft
Ticket Program Team



PRESENTER

Debora Wagner
Cornell University



PRESENTER

Wendy Strobel Gower
Cornell University

Webinar Overview

Today, we'll provide information related to:

Social Security's Ticket Program

The Americans with Disabilities Act (ADA)

Reasonable Accommodations

Matt's Success Story

Next Steps and Resources



What is Social Security's Ticket to Work Program?

Social Security Disability Programs



**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.

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

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.

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.



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



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?](#)

[Self-Guided Tutorial](#)



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.

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:

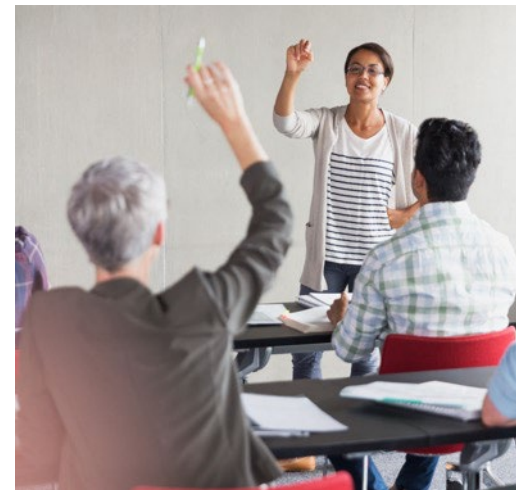
- Identify your work goals
- Write and review your resume
- Prepare for interviews
- Request reasonable accommodations
- Receive benefits counseling



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



Some states have separate VR agencies that serve individuals who are blind or visually impaired.


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.



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)



Q&A



The ADA and Reasonable Accommodations

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).



ADA 34
★ 1990 - 2024 ★
Americans with Disabilities Act

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



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

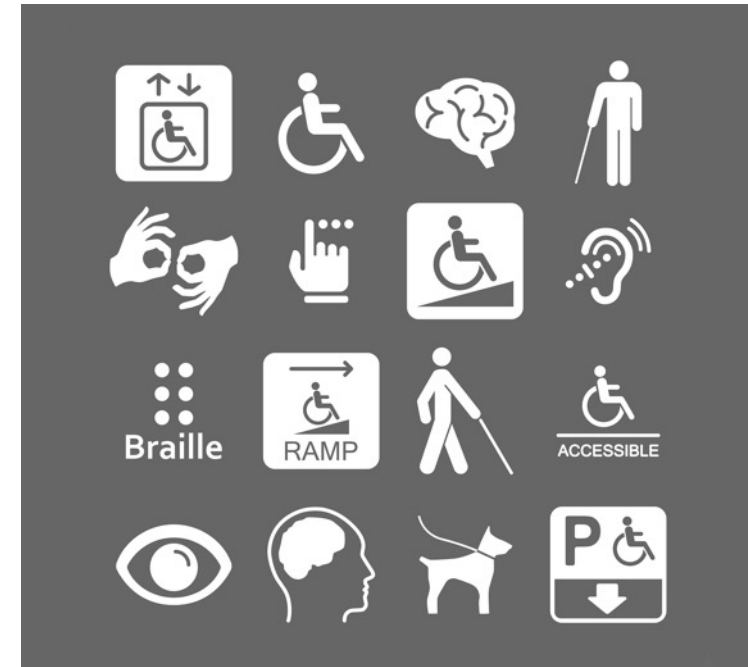




Reasonable Accommodations

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.



Examples of Reasonable Accommodations



Modified/flexible work schedule for appointments or breaks



Working from home (if applicable to type of job)



Equipment needed to perform tasks for the job

Alternative keyboard or mouse

Headphones

Screen readers

Voice recognition



Sign language interpreters and/or closed captioning



Job coach, readers, or other assistants

Disclosure

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



Do You Have to Disclose Your Disability?

No

Disclosure is
your choice.



**IT IS UP
TO YOU!**

3 Reasons You Might Choose to Disclose

TO ASK
FOR JOB
ACCOMMODATIONS

1

TO RECEIVE
BENEFITS OR
PRIVILEGES OF
EMPLOYMENT

2

TO EXPLAIN
AN UNUSUAL
CIRCUMSTANCE

3

Asking for 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.



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.



Helpful
Tips

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](#)
- [Northeast ADA Center Resources](#)





**Success Story:
Meet Matt**

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](#) (Ticket) Program could provide the comprehensive employment services he needed.

Matt's VR counselor connected him with [Community Integrated Services](#) (CIS), a Pennsylvania-based EN.

[Matt's Success Story](#)

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](#).
- 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)**.



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.



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 more responsibility 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.

Q&A



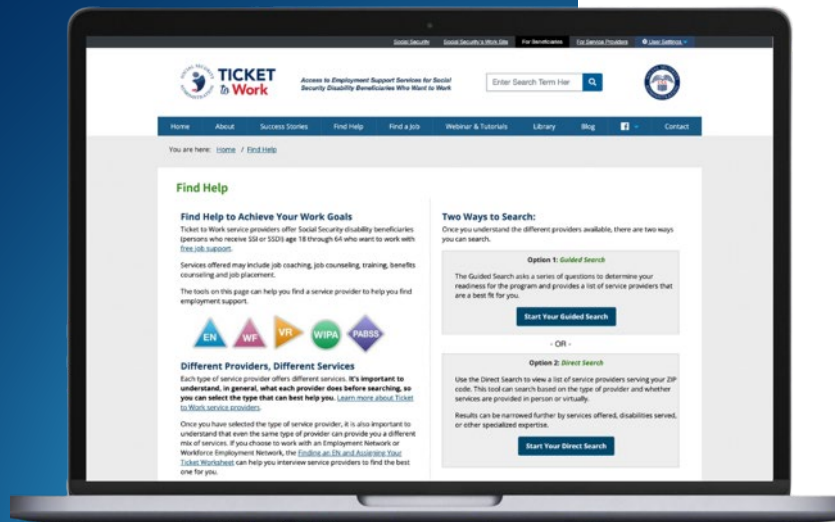
How To Get Started

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

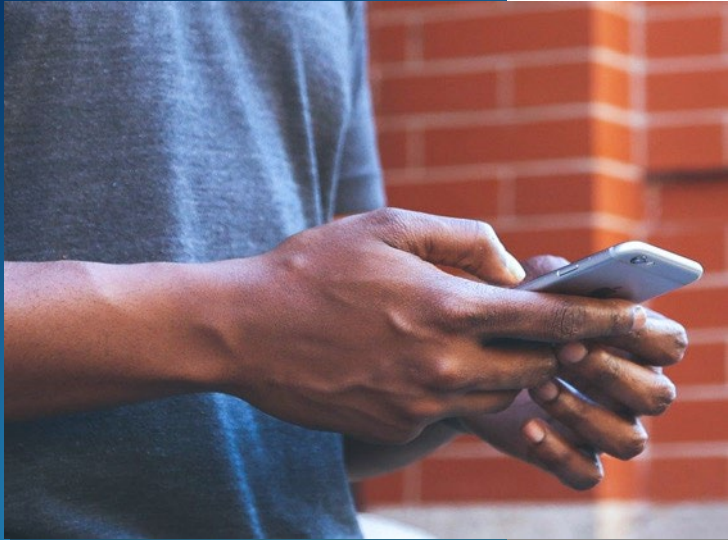
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1-866-968-7842
1-866-833-2967 (TTY)

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 support@choosework.ssa.gov.

TICKET
to **Work**

WISE

Work Incentive Seminar Event

Join Us for Our Next WISE Webinar!

Working from Home
with Ticket to Work

August 28, 2024

3 p.m. – 4:30 p.m. ET

[REGISTER ONLINE](#)

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