# Placeholder Slide

# Working from Home with Ticket to Work

Ticket to Work WISE Work Incentive Seminar Event

August 28, 2024

LIVE Webinar Will Begin at 3 p.m. ET  
  
A person, smiling, working on a laptop at a kitchen table. On the table are papers with charts on them, and a glass mug with a brown beverage in it.

# Cover Slide

**Working from Home with Ticket to Work**

Ticket to Work WISE Work Incentive Seminar Event

A person, smiling, working on a laptop at a kitchen table. On the table are papers with charts on them, and a glass mug with a brown beverage in it.

# Slide 3

# WELCOME Accessing Today’s Webinar (Slide 1 of 2)

ATTENDEES WILL BE MUTED

The default options in the **audio/video options** window will enable the sound to be broadcast through your computer. (The toggle button next to the speaker icon should be on/green). Click **Enter Room**. Make sure your speakers are turned on or your headphones are plugged in.

If you prefer to listen by phone, click the   
**Connect with phone audio** button.

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 System Default and Connect with Phone Audio.

# Slide 4

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

TO LISTEN BY PHONE

After clicking the **Connect with phone audio** button as seen on the previous slide, click **Enter Room** in the next window. Then the window shown here should appear.

Select the **Dial-in** option, then click **Join Meeting**.

On your phone, dial:  
Toll-free number: **1-800-832-0736**  
Access code: **4189148#**

A screenshot of the portion of the webinar screen that says Join meeting audio. The Phone menu is expanded showing the options to either Receive a Call or Dial-in. An arrow points to Dial-in option.

**Slide 5**

# WELCOME

# Adobe Connect Platform

A screenshot of the Adobe Connect webinar platform window.

# Slide 6

# 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 7

# 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 8**

# 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 person signing Thank You to the camera on the laptop in front of him.

# ****Slide 9****

# 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 10****

# 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 11****

# 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 12****

# 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 13

# WELCOME

# Presenters

MODERATOR

**Jayme Pendergraft**

Ticket Program Team

PRESENTER

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

Cornell University

Headshot of Jayme Pendergraft. Headshot of Raymond A. Cebula.

# Slide 14

# Webinar Overview

Today, we’ll help you answer questions related to:

What is Social Security’s Ticket Program?

Why consider working from home?

Is a work from home job right for you?

Tips for working from home

# Slide 15

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

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

# Slide 16

# 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 17

# Social Security Disability Programs

Social Security Disability   
Insurance   
(SSDI)

Supplemental Security   
Income   
(SSI)

# Slide 18

# 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 19

# 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 20

# 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 career you might enjoy and any transferrable skills you may have.

# Slide 21

**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 22

**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 23

**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. Write and review your resume
3. Prepare for interviews
4. Request reasonable accommodations
5. Receive benefits counseling

A person, sitting at a kitchen table, smiling and waving as they look at a laptop screen.

**Slide 24**

**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 25

# 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 person, sitting at a desk at home, taking notes while in a virtual meeting on a laptop.

# Slide 26

# 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 or VR)

A person using a laptop on a kitchen counter, while talking on a cell phone.

**Slide 27**

**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)**

**Slide 28**

**Q & A**

Three white question marks on a gray background.

# Slide 29

**Why Consider Working from Home?**

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

# Slide 30

# Why Consider Work from Home?

Blue circles with different icons in each of them. From left to right, top to bottom:

Car- Special Transportation

House – Reasonable Accommodation

A Medical Cross – Manage Medical Needs

An alarm clock – Flexible Work Schedule

A Lotus flower – Less Stressful Environment

A person – Different Fields of Work

A map destination indicator – Live in Rural Areas

# Slide 31

# Pros and Cons of Working from Home

**Pros:**

* Potential for enhanced productivity
* Save time and money on commutes and wardrobe
* Remote meetings allow   
  more flexibility for teams   
  of all sizes to come together easily and efficiently

**Cons:**

* Miss social aspects   
  of working in-person
* Difficult to separate work - home life
* Purchase of supplies  
   for home office

There is a thumbs up icon under Pros and a thumbs down icon under Cons.

# Slide 32

# What Types of Jobs are Available?

The short answer is a lot!

Many people began working from home in 2020 and many employers now recognize the benefits of a remote workplace.

If you’re looking for a work from home job, you have more industries than ever to choose from.

Four squares with people doing various activities. At upper left, a person making stamped metal jewelry at a table at home. At upper right, a person sitting at a desk in a home office, talking on the phone, while they look at a paper they are holding up. At lower left, a person sitting on a couch at home, taking notes while looking at a laptop. At lower right, a person sitting at a table in a kitchen, smiling, while looking at a paper they are holding.

# Slide 33

# How Many People Work From Home?

Employee Work Location

Full-Time Remote 13%

Hybrid 28%

In-Person 59%

[Source: Forbes: Remote Work Statistics and Trends in 2024](https://www.forbes.com/advisor/business/remote-work-statistics/)

A donut chart with designated colors per category:

Orange – full time remote

Pink – hybrid

Purple – in person

Fitting inside the circle in the middle of the donut chart is a screenshot of a virtual meeting with many people appearing in small squares in a grid.

# Slide 34

**The Future of Job Interviews**

Job Interview Location

A donut chart with designated colors per category:

Orange – Remote 93%

Purple – In-Person 7%

Fitting inside the circle in the middle of the donut chart is a photo of a person waving at their laptop screen while sitting in a home office.

# Slide 35

# Remote Companies

A donut chart with orange and purple

Orange – 16% of Companies Operate Fully Remotely

Fitting inside the circle in the middle of the donut chart is a photo of a person waving at people in a virtual meeting on their computer screen, while sitting at a desk in a home office.

# Slide 36

**Examples of Work From Home Occupations**

* Teach online classes
* Conduct data entry
* Provide customer service
* Serve as a virtual nurse
* Be a virtual assistant
* Become a consultant

[Source: 35 of the Best Remote Jobs to Pursue | Indeed.com](https://www.indeed.com/career-advice/finding-a-job/best-remote-jobs)

A person sitting at a desk in an apartment living room, working on a computer with a large monitor. There is also a laptop sitting open on the desk.

# Slide 37

**Is a Work From Home Job Right for You?**

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

# Slide 38

**Work From Home Considerations**

Work from home positions may include:

* Availability to work a set schedule
* Home office space free of noise and distractions
* High-speed, reliable internet access
* Computer navigation skills
* Clear speaking/phone voice (a headset)
* Live in a certain state or country

3 circular, wooden disks in a row, standing up on their edges, with a large checkmark superimposed on each.

# Slide 39

# Work From Home Skills

Skills that are useful when working from home include:

* Time management
* Written communication
* Motivation
* Organization
* Flexibility

[Soft skills](https://choosework.ssa.gov/blog/2019-06-18-whats-so-important-about-soft-skills) knowledge can improve these areas. Your Ticket Program service provider can help.

A person holding a graphic of a glowing lightbulb with gears inside.

# Slide 40

# Prepare for the Job Search

Before you begin looking for a work from home job, take some time to update your resume.

* Think back to your work experience   
  (paid or volunteer), training or education
* Take an inventory of the all the skills you have, including field-specific training or certificates
* Use these skills to help you find jobs that  
  are a good fit for you
* Notify your references so they know you   
  are looking for work
* Practice video interview skills

A person sitting at a home office desk, talking on the phone while taking notes and looking at a laptop screen.

# Slide 41

**Be Cautious**

Not all work from home opportunities are legitimate. Red flags may include:

* Promising high income for little work
* Providing an unclear or vague description   
  of the job
* Short or no interview process
* Charging applicants fees to apply for the job or to do the job after you have been hired
* The company having been in business for   
  a short time

A stack of colorful cards sitting on top of a keyboard. The top card says Scam Alert!

# Slide 42

**Understand Your Taxes**

* Before you accept any employment opportunity, make sure you understand the tax consequences.
* Some job opportunities may not withhold taxes.
* W2 – Taxes are withheld.
* 1099 – Taxes are not withheld and are your responsibility to pay.

A closeup of tax form that says W-2.

# Slide 43

# Need Help Finding a Job?

* Check out our [Find a Job](https://choosework.ssa.gov/find-a-job) page!
  + Resources and information about employment organizations including those that specifically serve people with disabilities
* Get started on your job search:
  + Connect with a Ticket Program   
    [service provider](https://choosework.ssa.gov/about/meet-your-employment-team/)

A graphic of a laptop screen showing the Find a Job page.

**Slide 44  
Lori’s Tips For Working From Home**

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

# Slide 45

**Success Story: Meet Lori**

Headshot of Lori.

**Slide 46**

**Lori’s Story**

Anxiety made it difficult for Lori to build a career; but with the help of the Ticket program, Lori can now work comfortably from home with a job in Public Relations/Marketing for Employment Options. She has more than a job; Lori found a career she’s passionate about!

“Making my own money again is freeing. I want to do whatever I can to help others understand and learn about this great program.”

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

Headshot of Lori.

**Slide 47**

**Tip 1: Work From a Defined Workspace**

* Dedicate a work-only workspace
  + Not enough space? Set up desk or table   
    for work only.
* Benefits:
  + Helps you focus on work.
  + Assists you to leave work “at the office”.
* What if you don’t have the equipment   
  you need?
  + You can work with a Ticket to Work [service provider](https://choosework.ssa.gov/about/meet-your-employment-team/).

A neatly set up home office desk, with a laptop, notebook, phone, pen, eye glasses, coffee mug, and plants on the desk.

# Slide 48

# Tip 2: Create a Morning Routine

* Morning routine =   
  prepared and productive day
  + Set an alarm.
  + Have a consistent wake up time.
  + Get ready for work.

A person standing in a kitchen, holding a clear plastic mug of a freshly made smoothie, looking at their watch.

# Slide 49

**Tip 3: Establish A Firm Line Between Work and Home**

* Maintain boundaries between work and home.
  + Shut the office door at the end of   
    the day.
  + Close your computer when finished working.
  + Set a schedule.
  + Write down your work hours.

A closeup of a person holding a tablet that has a daily schedule showing on the screen, with colorful blocks of time designated for various tasks for the workday.

**Slide 50:**

**Tip 4: Stay Connected**

* It’s important to maintain connection with others.
* Working from home can feel isolating.
* Here are some tips that could help:
  + Take advantage of videoconferencing   
    with coworkers.
  + Meet up with a neighbor on your   
    lunch break.
  + Connect with colleagues through email or   
    your company’s online chatting system.
  + Have dinner or a video call with family after work.

A person, sitting at a desk in their home waving at the laptop screen, where you can see a lot of people in a virtual meeting.

**Slide 51**

**Q & A**

Three white question marks on a grey background.

**Slide 52**

# 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 53

# 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 person's hands typing on a cell phone.

# Slide 54

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

**Working for Yourself with Ticket to Work**

**September 25, 2024**

3 p.m. – 4:30 p.m. ET

**REGISTER ONLINE**

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

Ticket to Work WISE Work Incentive Seminar Event logo.