# Placeholder Slide

# Ticket to Work for America’s Veterans

Ticket to Work WISE Work Incentive Seminar Event

November 20, 2024

LIVE Webinar Will Begin at 3 p.m. ET  
  
Closeup of a section of the American flag.

# Cover Slide

**Ticket to Work for America’s Veterans**

Ticket to Work WISE Work Incentive Seminar Event

Closeup of a section of the American flag.

# Slide 3

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

ATTENDEES WILL BE MUTED

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

The **Device Speaker** option will enable the sound to be broadcast through your computer. Make sure your speakers are turned on or your headphones are plugged in.

If you prefer to listen by phone, click the **Phone** option.

Screenshot of how to join the meeting’s audio window.

# Slide 4

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

TO LISTEN BY PHONE

After clicking the **Phone** option as seen on the previous slide, you will see the window shown here.

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 phone Dial-in window.

**Slide 5**

# WELCOME

# Adobe Connect Platform

A screenshot of the Adobe Connect window.

# Slide 6

# 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 7**

# 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 8****

# 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 9****

# 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 10****

# 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 11****

# 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 12

# WELCOME

# Presenters

MODERATOR

**Derek Shields**

Ticket Program Manager

PRESENTER

**Debora L. Wagner, J.D.**

Cornell University

Headshot of Derek Shields. Headshot of Debora L. Wagner

# Slide 13

# Webinar Overview

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

What is Social Security’s Ticket to Work Program?

Benefits for Veterans

Your Path to Financial Independence

Who Can Help You Achieve Your Work Goals?

# Slide 14

# Jeff’s Story

* After a motorcycle accident that caused serious injuries, including losing the use of his right arm, Marine Corp veteran Jeff began receiving Social Security Disability Insurance (SSDI) and spent the next eight years focusing on his recovery.
* After learning how to navigate daily life with a disability, he decided to attend college. He connected with his State Vocational Rehabilitation (VR) agency for assistance with college expenses and disability accommodations. Jeff went on to earn a Bachelor of Arts in Psychology.
* His VR counselor then referred Jeff to a Ticket Program service provider to answer questions about how working would affect his disability benefits. The information he learned about Work Incentives reassured him that he could try working without suddenly losing his Medicare and SSDI. And he accepted a position as an Employment Training Counselor.

[Jeff’s Story](https://choosework.ssa.gov/library/road-warrior-jeffs-story.html)

Headshot of Jeff.

# Slide 15

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

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

# Slide 16

# Social Security Disability Programs

* SSDI: Social Security Disability Insurance (SSDI)
* SSI: Supplemental Security Income (SSI)

# Slide 17

# 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 and Ticket to Work logo.

# Slide 18

# 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?](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 and Ticket to Work logo.

# Slide 19

**Benefits for Veterans**

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

# Slide 20

**Veterans Affairs and Social Security Benefits for Veterans**

* The U.S. Department of Veterans Affairs (VA) Disability Benefits
* Social Security Disability Benefits for Veterans
  + Social Security Disability Insurance (SSDI)
  + Supplemental Security Income (SSI)
* How to Find Help

Closeup of a person using a laptop. The person is using a pen to check off a list of checkboxes on an illustrated overlay on the photo.

# Slide 21

**VA Benefits**

* Eligibility:
  + Must have served on active duty.
  + Must have good paper (discharge status).
  + Must have served for at least 2 years for most benefits.

A hand holding a card that says, “Are you eligible?”, with Yes and No checkboxes. The Yes box is checked. There is also a magnifying glass in the background.

**Slide 22**

**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

A person dressed in business attire, holding a check out towards the camera, as if giving it to someone across the desk from them.

# Slide 23

# 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

A calculator and eyeglasses laying on a paper that says “Pension.”

# Slide 24

# Health Care

* Requires registration
* 8 priority groups
* No or low copayments
* The VA will bill private insurance

A stethoscope laying on a stack of medical forms.

**Slide 25**

**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

Two people talking as they sit at a table in an office, while looking at a laptop and a paper.

**Slide 26**

**Social Security Benefits for Veterans**

* Social Security benefits for veterans
  + Veterans can receive SSDI and SSI.
  + SSI payments can decrease if a veteran gets benefits from the VA.

A closeup of a portion of a computer keyboard. A large button on the keyboard says, “Disability Benefits.”

# Slide 27

**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.

A person smiling at the camera.

# Slide 28

# How to Find Help

* Help with VA benefits: [va.gov/ogc/apps/accreditation/index.asp](https://www.va.gov/ogc/apps/accreditation/index.asp)
* Look for a Benefits Counselor that has 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 [ytionline.org/](https://ytionline.org/)

# Slide 29

# Robert’s Story

* Robert is a veteran who spent seven years serving in the U.S. Army. After a surgery mishap, he sustained a spinal cord injury that left him with limited mobility.
* When he was ready, Robert connected with a Ticket 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 a hospital. He became a peer counselor and enjoyed helping fellow veterans get the services they needed for a smooth transition back to civilian life.
* He used his volunteer experience and education to start a new career as a National Service Officer with Paralyzed Veterans of America (PVA)

[Robert’s Story](https://choosework.ssa.gov/library/roberts-success-story)

Headshot of Robert.

# Slide 30

# Q & A

# Three white question marks on a grey background.

# Slide 31

# Your Path to Financial Independence

A picture of hands typing on a computer keyboard in the background.

# Slide 32

**Skills Veterans Bring to the Workforce**

* Teamwork
* Leadership
* Dedication
* Integrity
* Flexibility
* Problem Solving

A person dressed in business attire, smiling at the camera, sitting on a couch in their living room, using a laptop that’s on a table.

# Slide 33

# Think Like an Employer

* To land a civilian job, the most powerful thing you can do is demonstrate to the employer 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.

Two people sitting across from each other in an office during a job interview.

# Slide 34

**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

# Slide 35

**Turn Military Experience Into a Civilian Career**

Results hiring managers care about:

How you have delivered results in these areas in the past,   
and/or how you can deliver them in the future

Quickly solve problems, and prevent them from occurring again

**Example:** 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

**Example:** 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.

[Source: Think Like an Employer | Veteran and Military Transition Center | CareerOneStop](https://www.careeronestop.org/Veterans/ExploreCivilianCareers/CivilianEmployment/think-like-an-employer.aspx)

# Slide 36

**Angel’s Story**

* Angel sustained neck and back injuries during his service in the U.S. Air Force. He medically retired and began receiving Social Security Disability Insurance
* Angel was later diagnosed with thyroid cancer and by his own admission, was “overwhelmed by the weight of his disability and illness.” With treatment, Angel was able to beat cancer and start thinking about work
* From a friend, he learned about a company looking to hire information technology (IT) professionals to support the U.S. Department of Defense. Angel was offered the job, but had questions about what full-time employment would mean for his disability benefits.
* Through the Ticket to Work Help Line, he connected with an Employment Network that provided him with free benefits counseling. He learned about Work Incentives and how work would impact his benefits. With this information, he had the confidence to accept the job offer.

[Angel’s Story](https://choosework.ssa.gov/library/angels-success-story.html)

Headshot of Angel.

# Slide 37

**Who Can Help You Achieve Your Work Goals?**

A picture of hands typing on a computer keyboard in the background.

# Slide 38

# Who Can Help You Achieve Your Work Goals?

As you think about transitioning to the civilian workforce 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 help you identify the type of career you might enjoy and any transferrable skills you may have.

# Slide 39

# Ticket Program Service Providers

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

EN icon. Employment Networks (EN)

VR icon. State Vocational Rehabilitation (VR) Agencies

# Slide 40

**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.**

EN logo. To the right are two people sitting at a table in an office, talking, while looking at papers. At bottom right is the WF logo. To the left are two people shaking hands over a desk in an office.

# Slide 41

**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.

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

**Slide 42**

**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

VR icon. To the right is a closeup of hands typing on a laptop keyboard. At bottom left is an image 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. To the right of the image are words that say, “Some states have separate VR agencies that serve individuals who   
are blind or visually impaired.”

**Slide 43**

# 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 in their home, taking notes while looking at their laptop screen.

**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](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. They are also talking on a cell phone.

**Slide 45**

# 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 Center logo.

**Slide 46**

# Online Job Search Sites for Veterans

* [Job Openings for Disabled Veterans (JOFDAV)](https://www.jofdav.com/)  JOFDAV has a job board and blog posts with helpful career information.
* [Hire Heroes USA](https://www.hireheroesusa.org/) provides free job search assistance to U.S. military members, veterans and their spouses.
* [Getting Hired](https://www.gettinghired.com/veterans) has a dedicated career section for veterans. Job seekers can register and apply to jobs for free.
* [Hiring Our Heroes](https://www.hiringourheroes.org/) offers an expansive job board that features job listings for full-time, part-time or contract roles.
* [RecruitMilitary](http://www.recruitmilitary.com/) connects military job seekers with services that include a job board and nationwide career fairs.

**Slide 47**

# New Resource: Ticket to Work for America’s Veterans

* Learn more about the services and supports Angel, Robert and Jeff used on their employment journey
* Learn about resources available to veterans
  + Paralyzed Veterans of America (PVA)
    - PVA Veterans Career Live
  + Social Security resources
    - The Journey to Success publication
    - Answers to popular questions

Source: [Ticket to Work for America’s Veterans Factsheet](https://choosework.ssa.gov/library/ticket-to-work-for-americas-veterans.html)

A navy-blue background on which the words “Ticket to Work: Support for America’s Veterans” is written in white letters next to an American flag icon. Below the text are images of the veterans featured in the story: Angel, Robert and Jeff. Below the images are navy blue and red horizontal bars.

**Slide 48**

**Q & A**

Three white question marks on a grey background.

# Slide 49

# 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)

**Use the Find a Job Tool**

<https://choosework.ssa.gov/find-a-job>

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

# Slide 50

# 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 51

# 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 am - 8 pm ET

**1-866-968-7842**

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

Call center representative wearing a headset and smiling while looking at a computer.

# Slide 52

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

**Debunking the Biggest Myths About Ticket to Work**

**December 18, 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.