

Ticket to Work and Mental Health



TICKET
to **Work**

WISE
Work Incentive Seminar Event

JANUARY 22, 2025

Live Webinar Will Begin at 3 p.m. ET

Ticket to Work and Mental Health



TICKET
to **Work**

WISE

Work Incentive Seminar Event

WELCOME

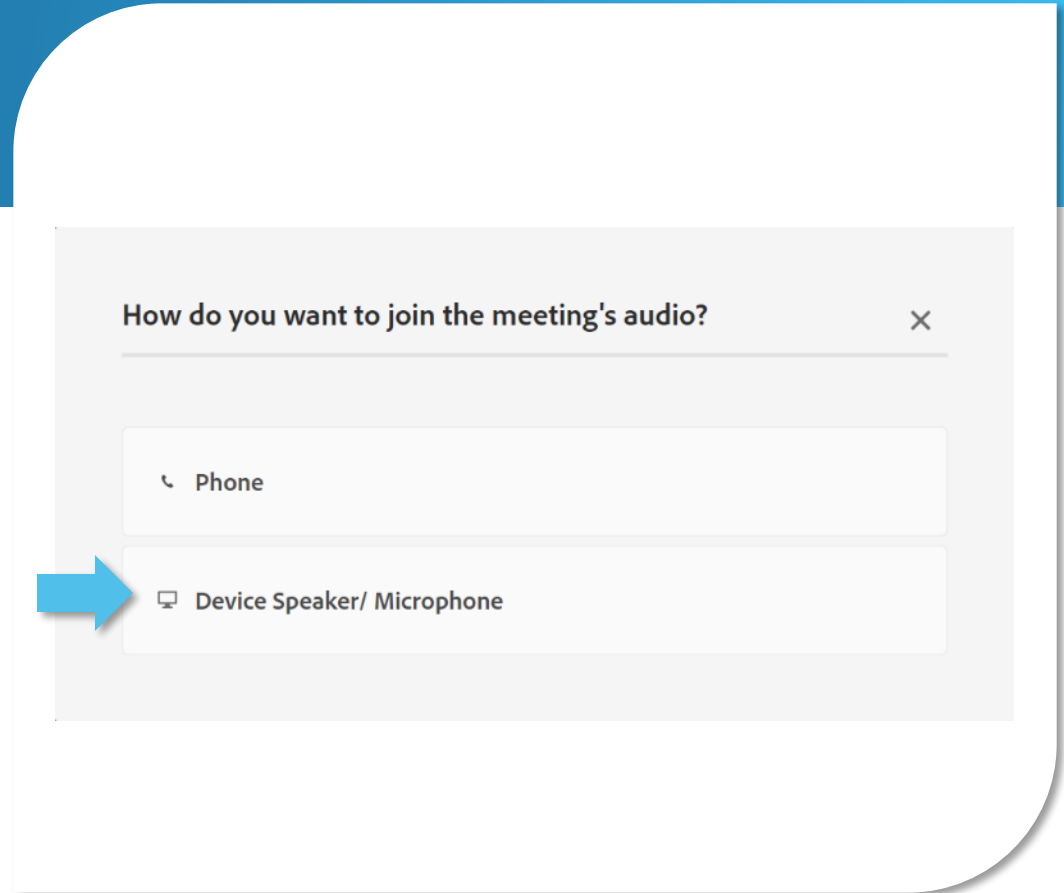
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Select an option for **How do you want to join the meeting's audio?**

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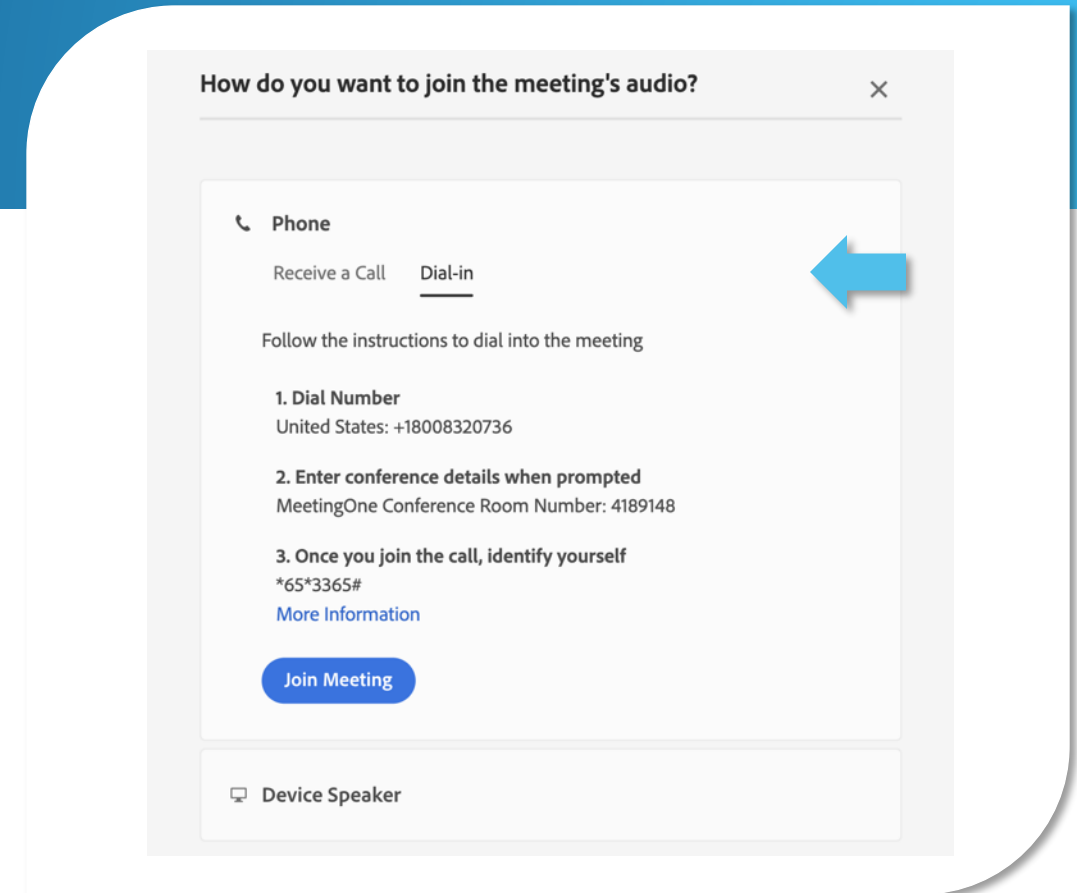
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Select the **Dial-in** option, then click **Join Meeting**.

On your phone, dial:

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

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WELCOME

Adobe Connect Platform

The screenshot displays the Adobe Connect interface. The main content area features a slide with the following text:

WELCOME
Archived Events

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

To the right of the slide is an image of a laptop displaying the 'TICKET to Work WISE on Demand' website. At the bottom right of the slide, the 'TICKET to Work WISE on Demand' logo and the number '11' are visible.

The right sidebar contains a 'Q & A' section with a search bar labeled 'Type here' and a 'WEB LINKS' section with the following list:

1. Choose Work! Contact Page
2. Register for Next Month's Webinar
3. National WISE Webinar Survey

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

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English



Text size



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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).

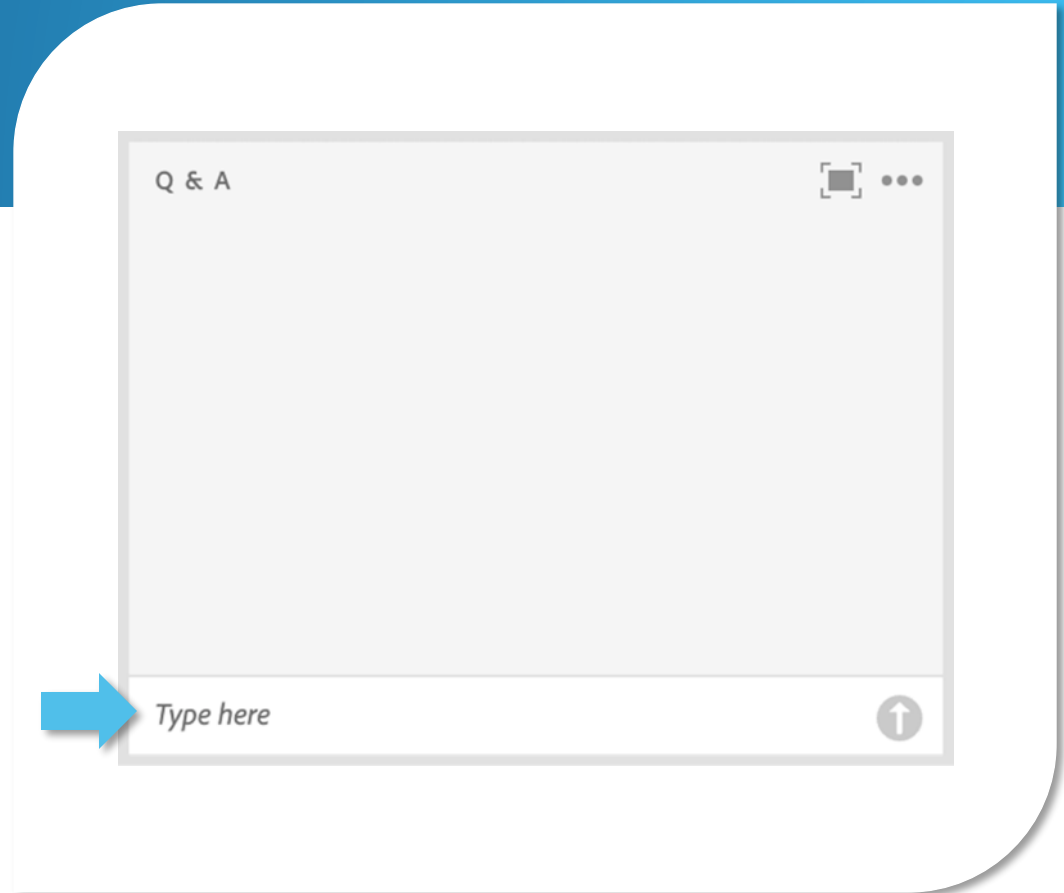


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Questions and Answers (Q&A)

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.

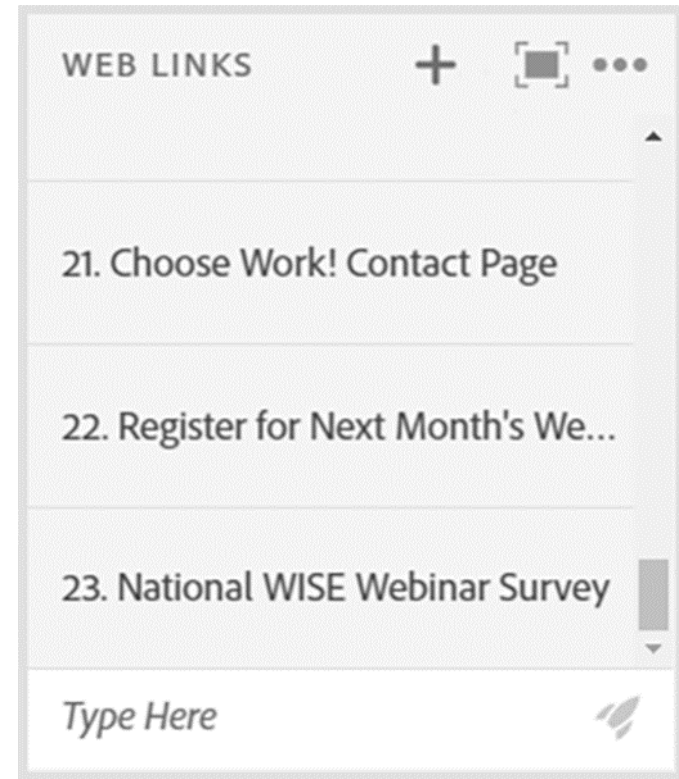


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Webinar Online Resources

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

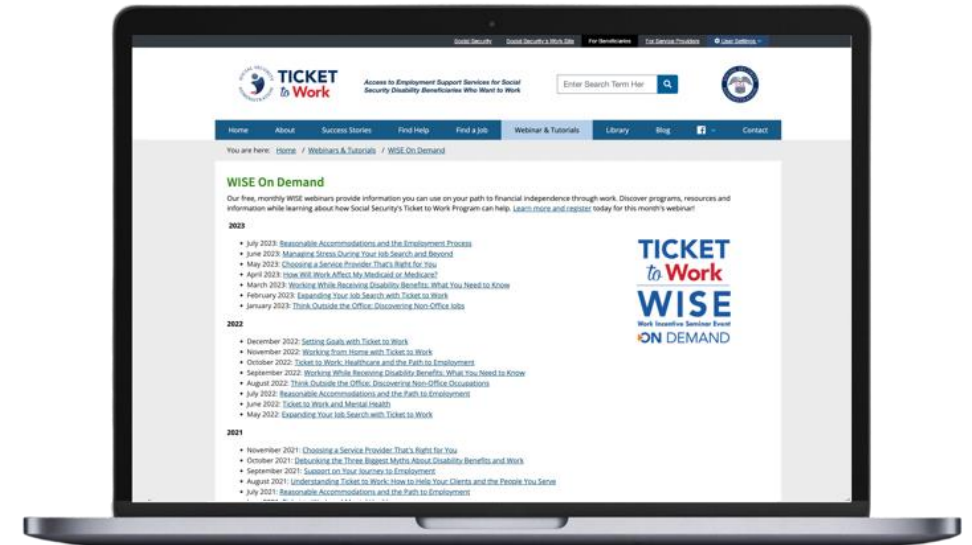
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Technical Assistance

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

Derek Shields

Ticket Program Manager



PRESENTER

Raymond A. Cebula, III, J.D.

Cornell University

Webinar Overview

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

What is Social Security's Ticket to Work Program?

Mental Health and Managing Stress

Who Can Help You Achieve Your Work Goals?

Ticket to Work Success Stories



What is Social Security's Ticket to Work Program?

Social Security Disability Programs



**Social Security
Disability
Insurance
(SSDI)**



**Supplemental
Security
Income
(SSI)**

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](#)



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)





Mental Health and Managing Stress

What Is Mental Health?

- Mental health includes **emotional**, **psychological** and **social** well-being.
- It affects how we think, feel and act.
- It also helps determine how we handle stress, relate to others, and make choices.

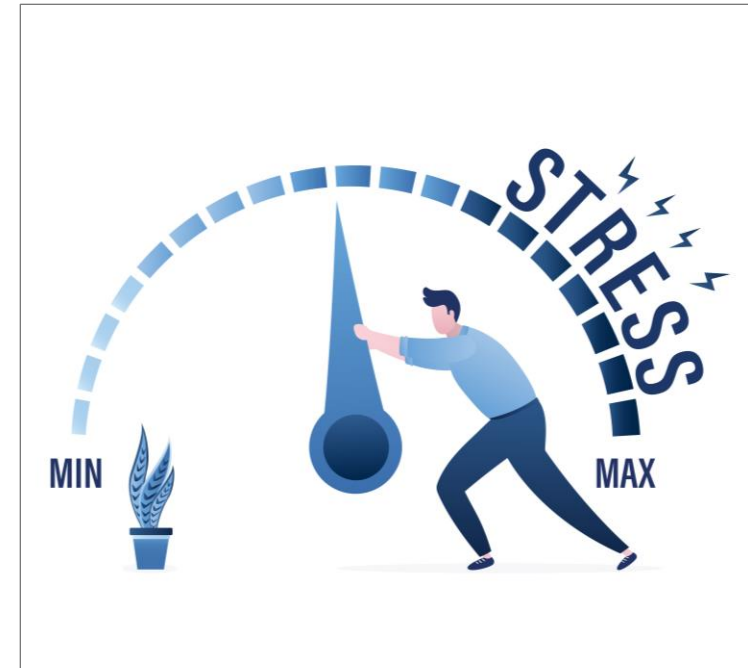


Stress

Stress affects everyone and can affect your mood or even increase symptoms of a mental illness, especially:

- Anxiety
- Depression
- Post-traumatic stress syndrome
- Post-traumatic stress disorder (PTSD)

Knowing potential signs of stress, like sleeplessness and a lack of focus, and managing that stress can reduce its negative effects.



Work Is More Than a Job

Working can give you a sense of purpose:

- Setting goals, such as financial independence or developing new skills, can motivate you and increase your self-esteem
- Working is a way of investing in yourself and your future while earning more income and gaining independence

Check out the Ticket to Work Blog for:

- [Job Searching with a Mental Health Condition](#)
- [Identifying a Mental Health-Friendly Employer](#)



Tips for Managing Stress

If you're working or are looking for work, try these strategies.

- Make a plan. Breaking up tasks and creating to-do lists can make the process feel less overwhelming.
- Take care of yourself. Be mindful of your nutrition, medication and sleep schedules to help you feel your best.
- Ask for help. Things don't always go as planned, but asking for support can help you stay on track and adapt to changes.



Improving Mental Health During the Job Search

Staying organized can help you improve your mental health as you search for a job.

Here are 10 tips for staying on track:

1. Create a dedicated space and have your important materials close at hand.
2. Identify your career goals.
3. Create a schedule.
4. Set daily goals.
5. List and research companies that align with your goals.



Tips for Staying on Track Continued

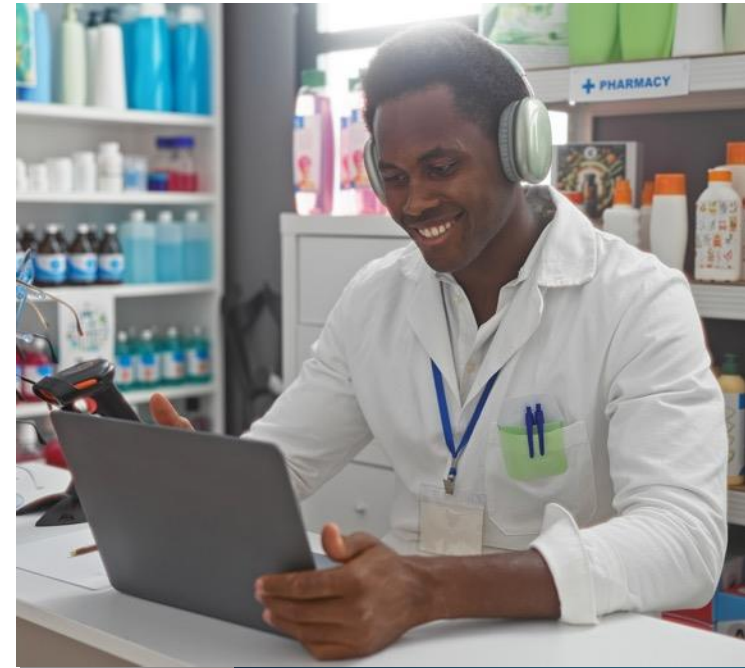
6. Make a list of potential contacts.
7. Apply for positions.
8. Track the jobs you apply for.
9. Set weekly and monthly goals to keep you on track and motivated.
10. Consult with your Ticket to Work service provider for additional support.



Reducing Stress at Work

Ways to reduce stress at work:

- Ask to use a white noise machine or listen to soothing music.
- Try to plan for uninterrupted work time.
- Ask to increase natural lighting.
- Divide large assignments into smaller tasks and goals.



Reasonable Accommodations

- Modifications like these are sometimes called reasonable accommodations.
- You can find information and confidential guidance on accommodations from the [Job Accommodation Network \(JAN\)](#). JAN offers general resources and resources specific to mental health conditions including:
 - [Anxiety](#)
 - [Depression](#)
 - [PTSD](#)



Q&A





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

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.

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 or VR)



Q&A





Ticket to Work Success Stories

Meet Hazel

After experiencing sudden mood swings and difficulty controlling her emotions, Hazel was diagnosed with multiple conditions, including Borderline Personality Disorder, Depression, Generalized Anxiety, Substance Use Disorder and Alcohol Use Disorder.

She entered a drug and alcohol treatment program and started receiving SSDI while focusing on her health.

Hazel began volunteer work but had concerns about how her disabilities may interfere with work and losing her SSDI and Medicare.



How the Ticket Program Helped

Ready and motivated to work again, Hazel connected with an Employment Network (EN).

The EN's Benefits Counselor helped her:

- Understand how working would impact her benefits.
- Learn about Work Incentives.
- Transition to full-time work.

[Hazel's Success Story](#)



Meet Jason

Diagnosed with Bipolar disorder as a teen, Jason sought structure and productivity. His state VR agency introduced him to the Ticket Program.

With help from his Ticket Program service provider, he received:

- Career counseling
- Education and training
- Help with resume writing, interviews and job leads
- Individualized Plan for Employment



Jason's Work Journey

Jason was offered a job at Region Five Services helping adults with developmental disabilities integrate into the community.

Through Partnership Plus, Jason can continue accessing individualized employment services should he need them.



“I’ve been through the system as a consumer, and I know what it's like to struggle. My experiences have helped me connect with our clients.”

[Jason's Success Story](#)



How To Get Mental Health Help

If you or someone you know has a mental illness, there are ways to find help.



Visit the [Substance Abuse and Mental Health Services Administration's \(SAMHSA\) National Help Line](#) website to find resources for individuals and families facing mental and/or substance use disorders.



Contact the SAMHSA Help Line:
Call **1-800-662-HELP** (4357) or **1-800-487-4889** (TTY)
or Text: **HELP4U**

988 Suicide & Crisis Lifeline



- Get confidential emotional support at any time of day by calling, texting or chatting with the trained counselors at the 988 Lifeline.
- **Call or text 988** to reach the Suicide & Crisis Lifeline. If you are proficient in ASL and need video services, you can call 988 on a video phone.
- Specialized counselors:
 - Veterans: Dial 988 and press “1” or text short code 838255.
 - Spanish speakers: Dial 988 and press “2” or text AYUDA.
 - LGBTQI+ community: Dial 988 and press “3” or text PRIDE.
- Visit 988 [Suicide & Crisis Lifeline | SAMHSA](#) to learn more.

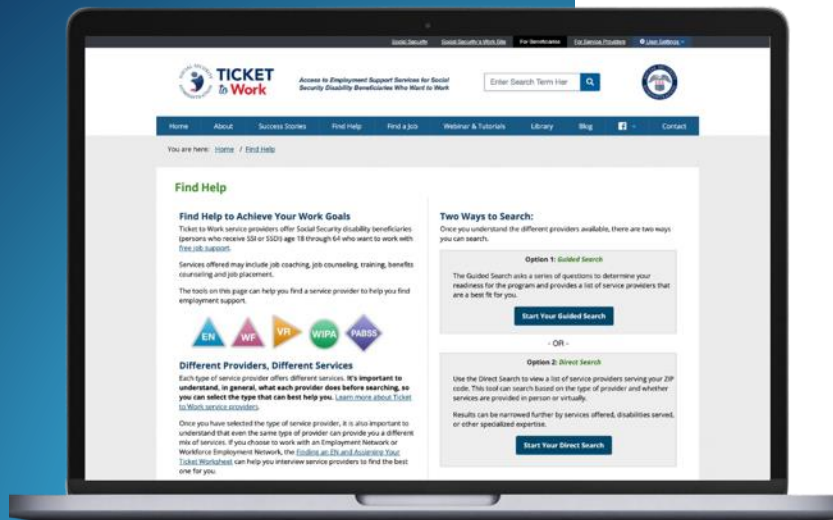
How To Get Started

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



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 TicketToWork@ssa.gov.

TICKET
to **Work**

WISE

Work Incentive Seminar Event

Join Us for Our Next WISE Webinar!

How Will Work Affect My
Social Security Benefits?

February 26, 2024

3 p.m. – 4:30 p.m. ET

REGISTER ONLINE

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