

# Ticket to Work and Reasonable Accommodations



**TICKET**  
*to* **Work**

**WISE**  
Work Incentive Seminar Event

JULY 30, 2025

Live Webinar Will Begin at 3 p.m. ET

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# WELCOME

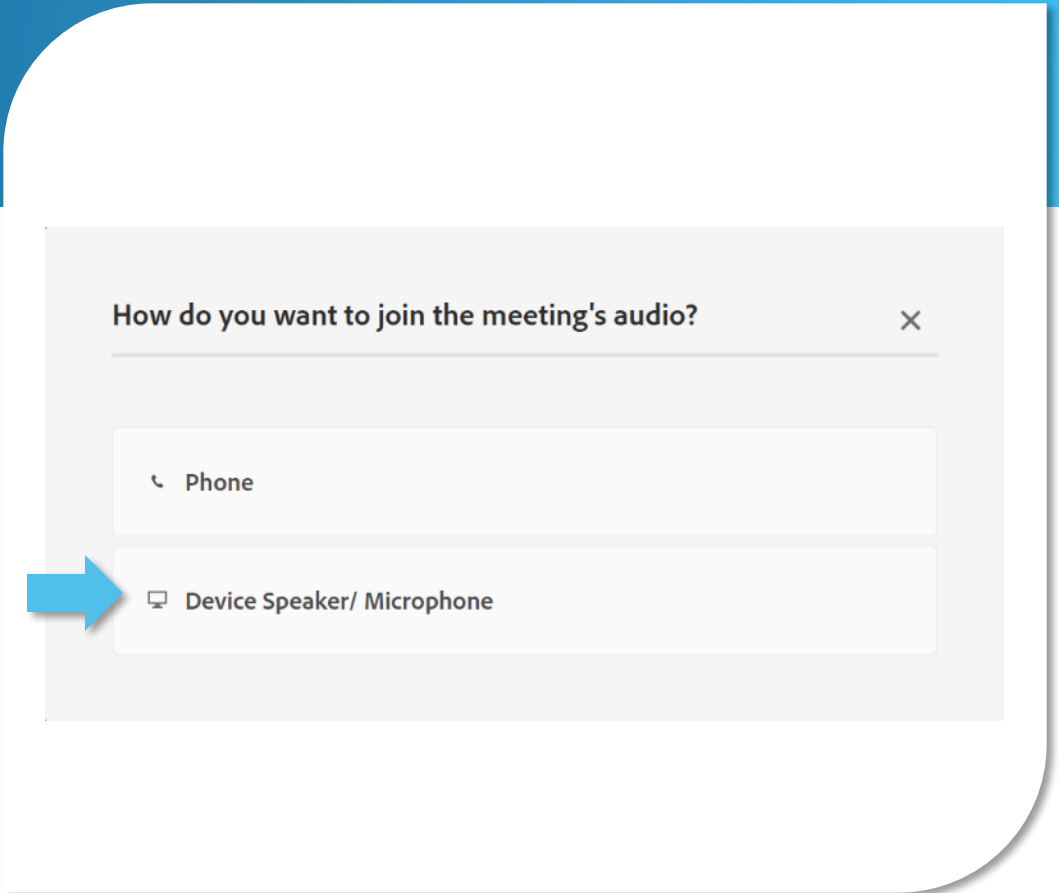
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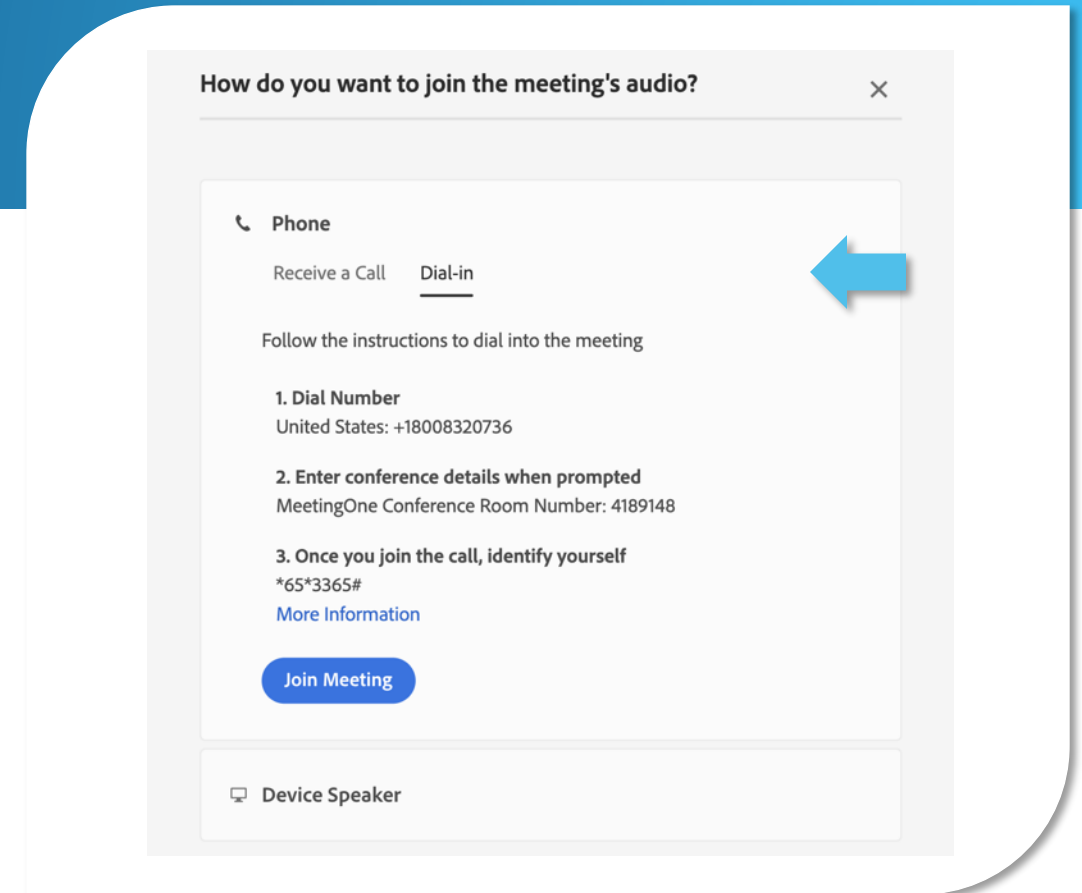
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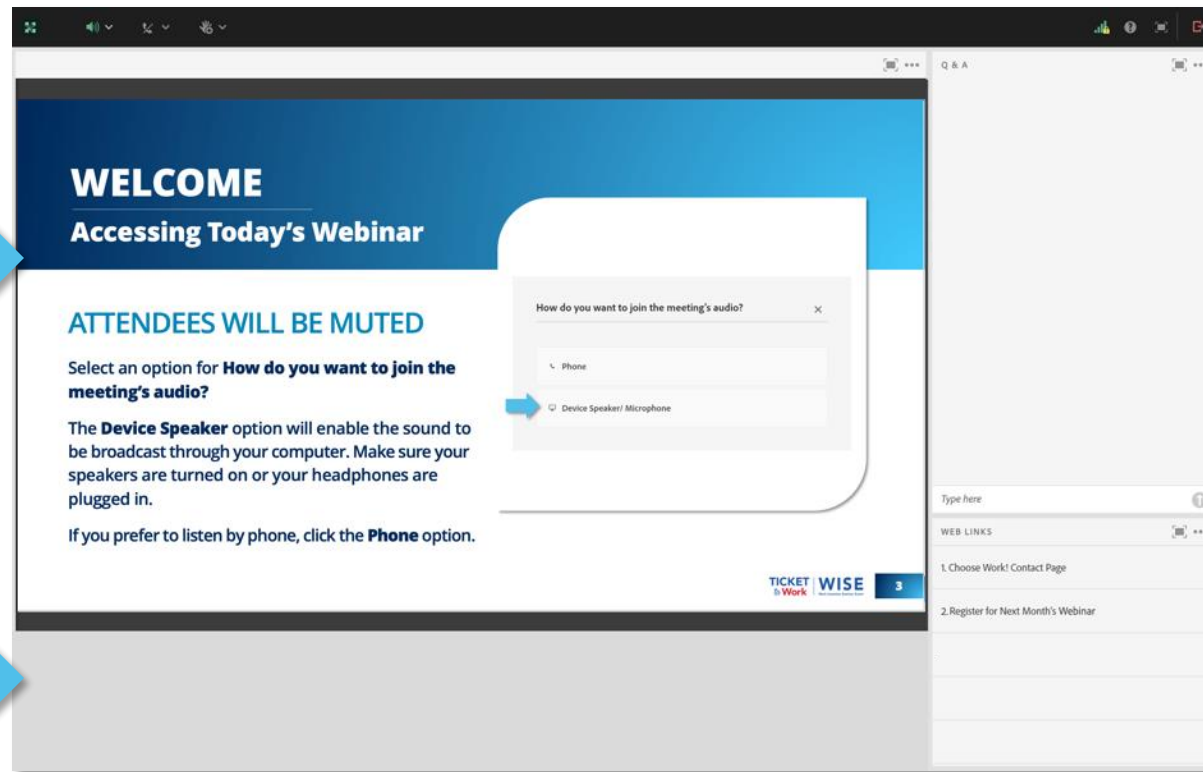
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# WELCOME

## Adobe Connect Platform

PRESENTATION POD



Q&A POD

CLOSED CAPTIONING POD



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# WELCOME

## Real-Time Captioning

Real-time captions can be found in the **Captioning pod**, which appears below the slides.

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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).

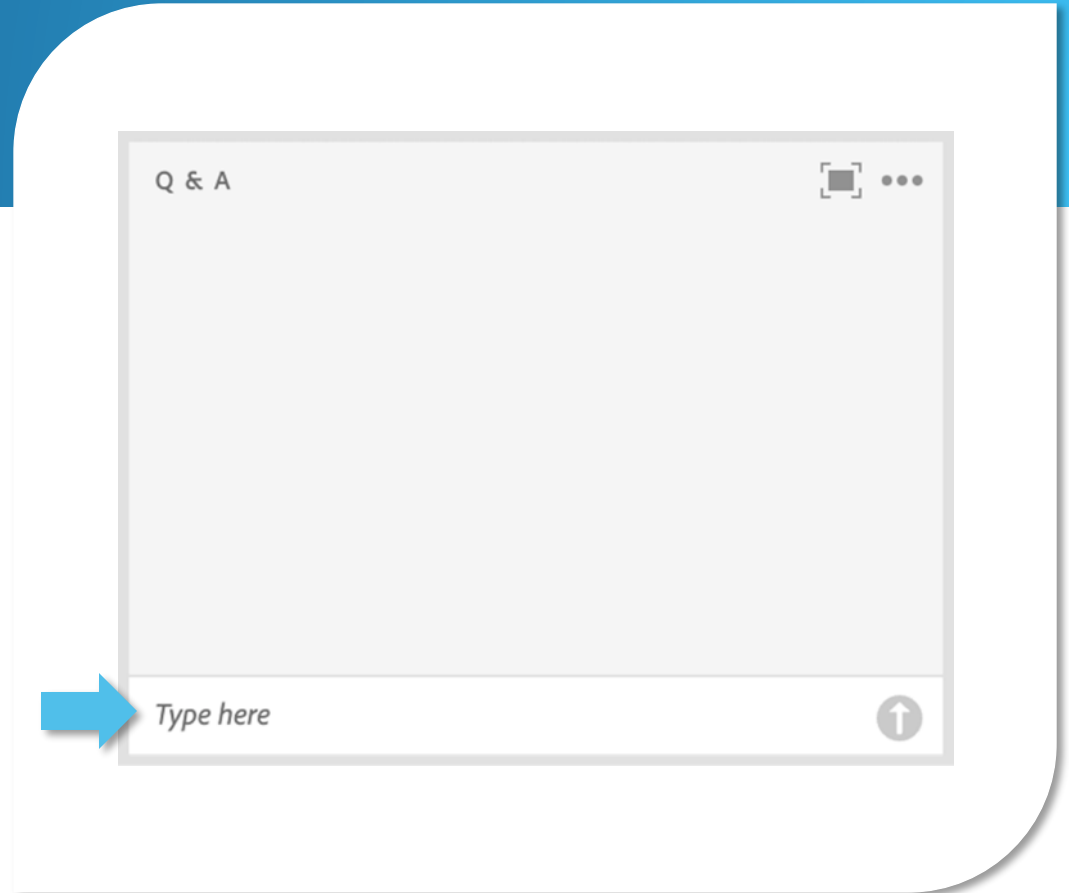


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## Questions and Answers (Q&A)

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 [TTWwebinars@ssa.gov](mailto:TTWwebinars@ssa.gov).

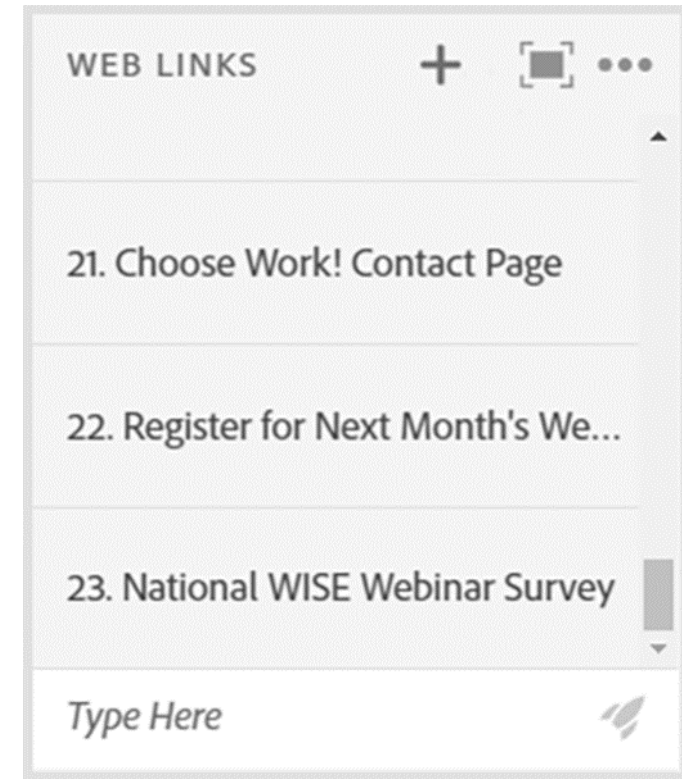


# WELCOME

## Webinar Online Resources

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# WELCOME

## Technical Assistance

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# WELCOME

## Presenters



**MODERATOR**

**Derek Shields**

Ticket Program Manager



**PRESENTER**

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

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

Disclosing a Disability

Matt's Success Story

# **What is Social Security's Ticket to Work Program?**

# Social Security Disability Programs



**SSDI**

**Social Security  
Disability  
Insurance  
(SSDI)**



**SSI**

**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 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](#)



**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).



# 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

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Alternative keyboard or mouse

Headphones

Screen readers

Voice recognition



Sign language interpreters and/or closed captioning



Job coach, readers, or other assistants

# **Disclosing a Disability**

# 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

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

This can include help requesting accommodations, job coaching, guidance on writing your resume, and job placement assistance.

Additional resources include:

- [Job Accommodation Network's Searchable Online Database](#)
- [Northeast ADA Center Resources](#)



**Q&A**





# **Who Can Help You with Reasonable Accommodations?**

# Who Can Help You Obtain Reasonable Accommodations?

As you think about returning to work and reasonable accommodations, 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.
- Ticket Program service providers can help you identify what reasonable accommodation is right for you, decide if disclosure is right for you, and obtain a reasonable accommodation.

# 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 participate in 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 and 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)





# **Success Story: Meet Matt**

# Matt's Success Story

Matt received SSDI due to hearing loss and other medical issues that interfered with consistent employment.

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*"I always wanted and planned to work... to be productive, build a career and earn more money."*

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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 decided 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 by his EN.
- Matt's role at CIS has evolved and he has since taken on more responsibility and is managing employee benefits and unemployment claims.

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“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.”

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**Q&A**



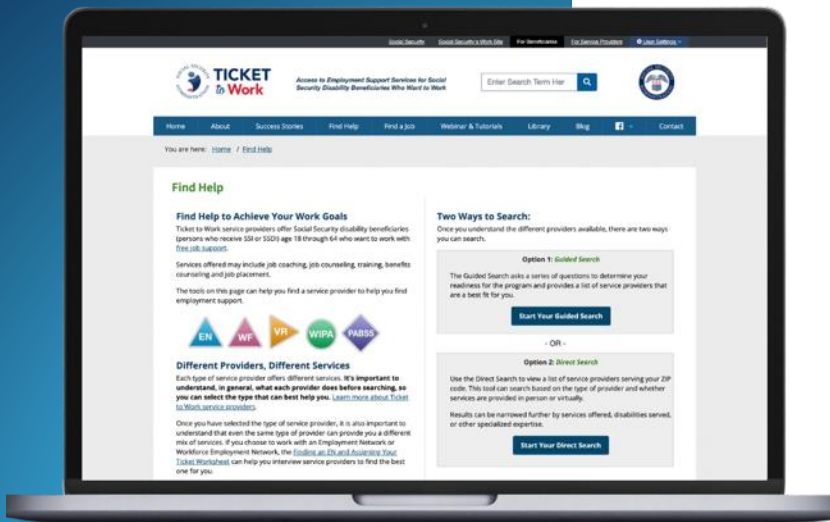
# How To Get Started

**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)



# How To Connect

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**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](mailto:TicketToWork@ssa.gov).

**TICKET**  
*to* **Work**

**WISE**

Work Incentive Seminar Event

# Join Us for Our Next WISE Webinar!

Working for Yourself  
with Ticket to Work

**August 27, 2025**

3 p.m. – 4:30 p.m. ET

**REGISTER ONLINE**

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