

Ticket to Work: Choosing a Service Provider That's Right for You



TICKET
to **Work**

WISE
Work Incentive Seminar Event

JULY 22, 2026

Live Webinar Will Begin at 3 p.m. ET

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WELCOME

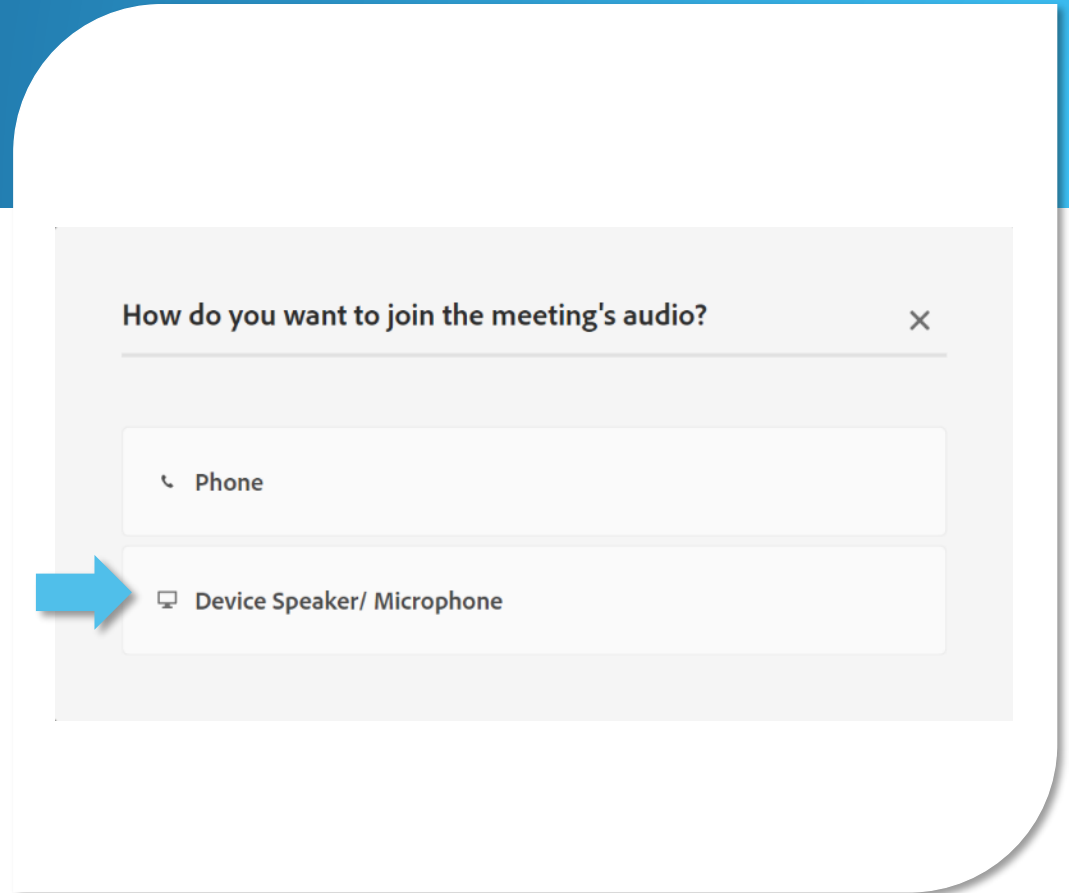
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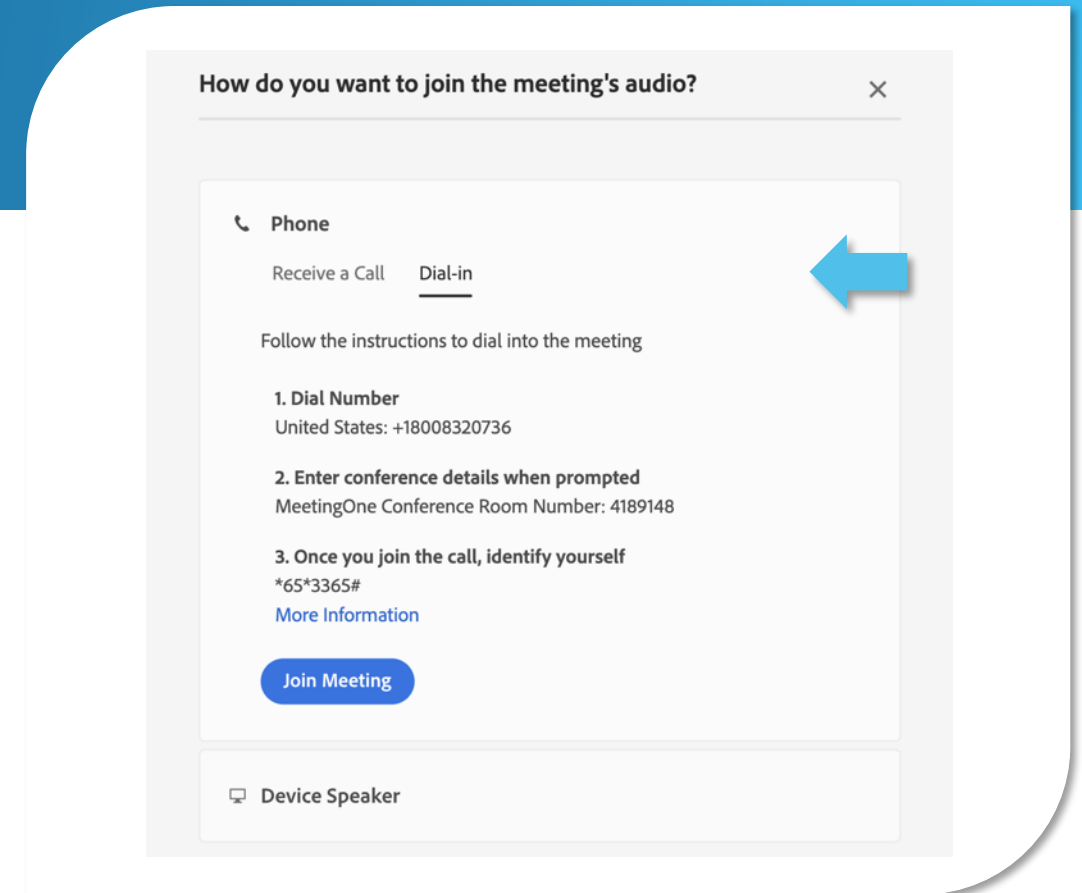
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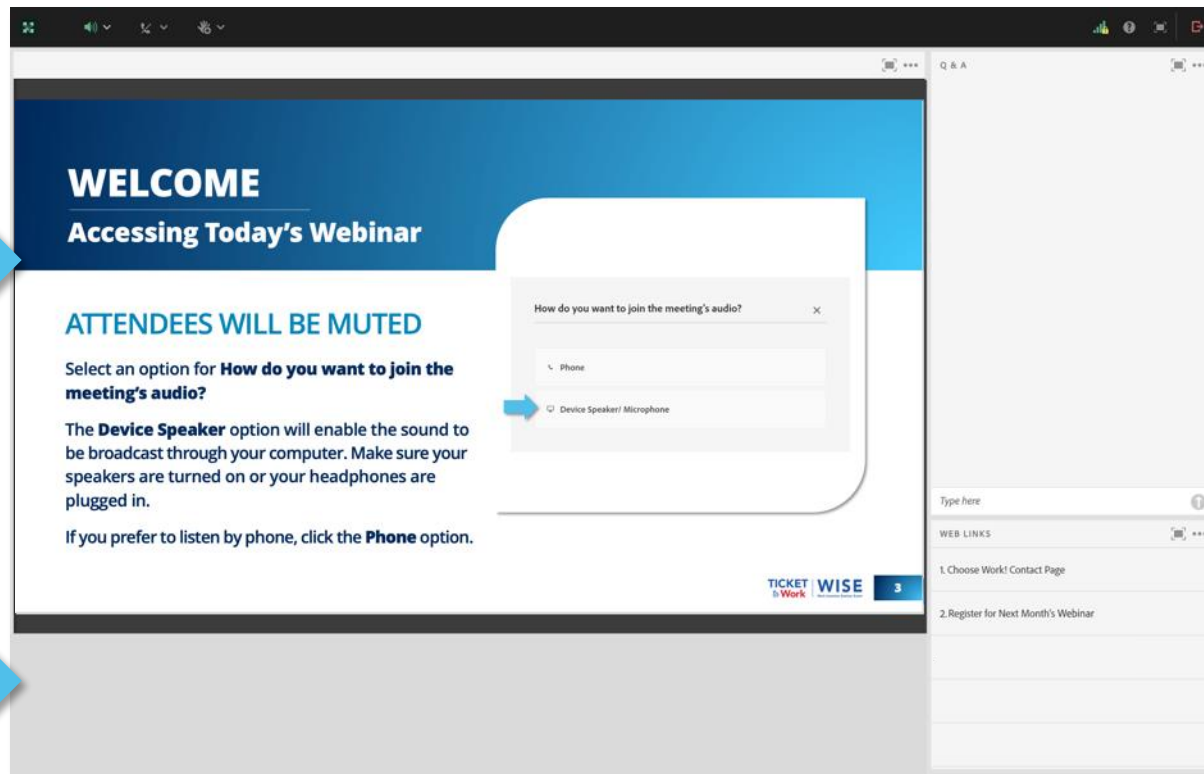
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WELCOME

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Q&A POD

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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).

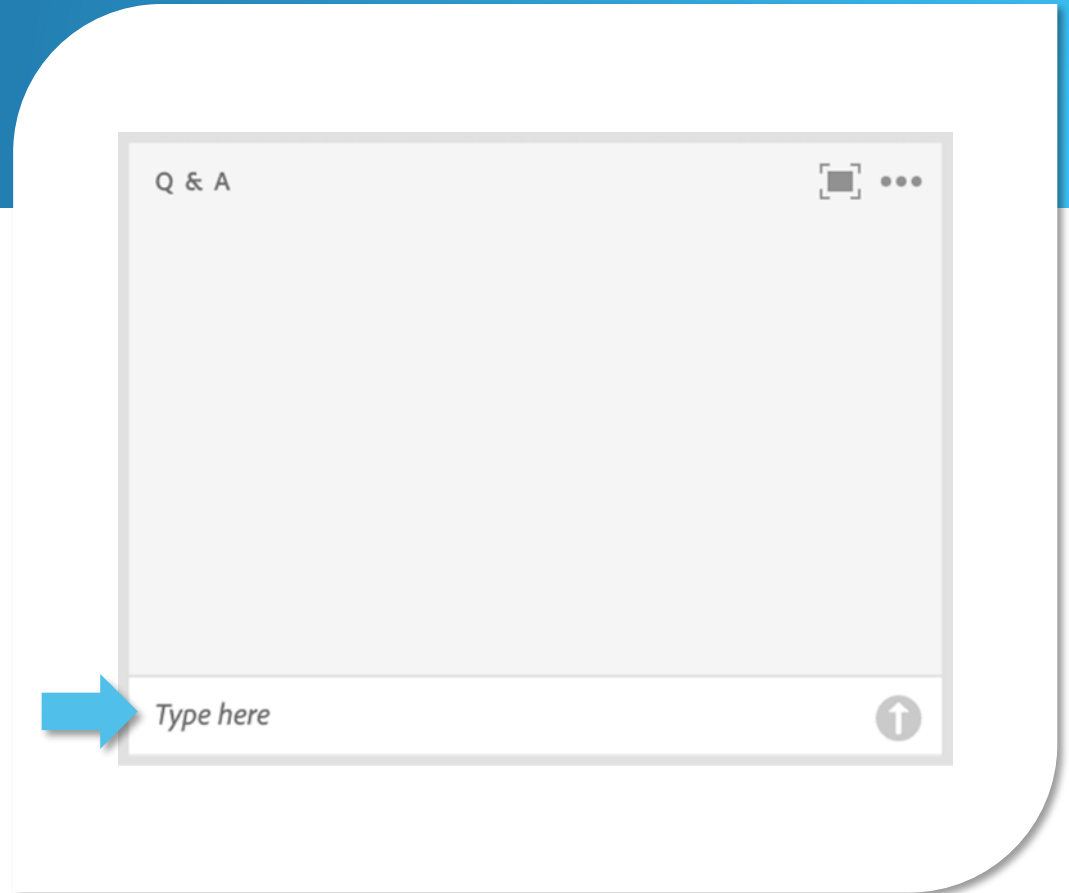


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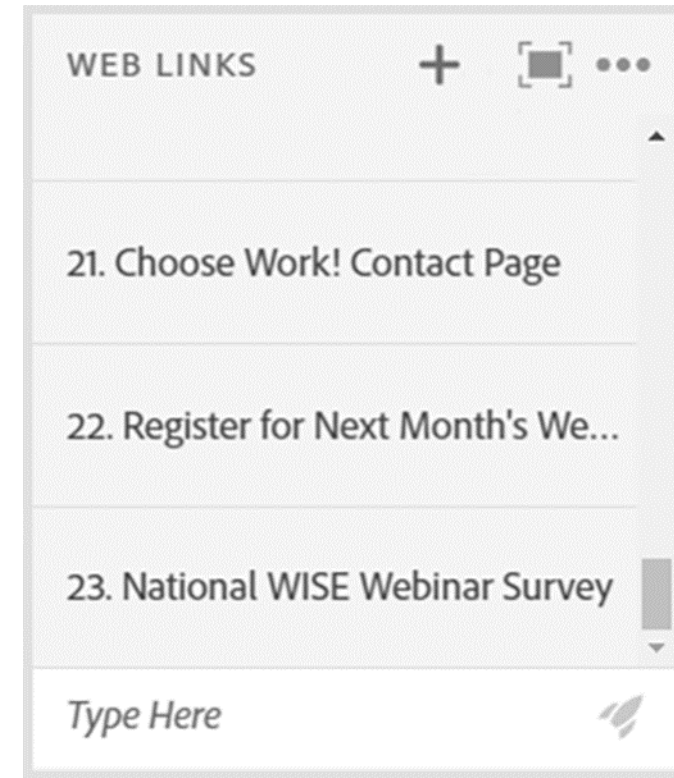


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Ticket to Work: Choosing a Service Provider That's Right for You



TICKET
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WELCOME

Presenters



MODERATOR

Derek Shields

Ticket Program Manager



PRESENTER

Raymond A. Cebula, III, J.D.

Cornell University

Webinar Overview

Today, we'll discuss how Social Security's Ticket to Work (Ticket) Program can help you and provide information about:

Social Security's Ticket to Work Program

Identifying Your Employment Team

Choosing a Service Provider



What Is Social Security's Ticket to Work Program?

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 Disability Programs



**Social Security
Disability
Insurance
(SSDI)**



**Supplemental
Security
Income
(SSI)**

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](#)



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)





Identifying Your Employment Team

Achieving Your Work Goals with Ticket to Work

As you think about returning to work and possibly changing jobs or careers, you may have questions and need support. The same may be true if you are thinking about working for the first time.

- 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 the type of job or career you might enjoy and any transferable skills you may have.

Who Can Help You Achieve Your Work Goals?

You'll Have Access to a Variety of Ticket Program Service Providers



Employment Networks (EN)



Workforce Employment Networks (WF)



State Vocational Rehabilitation (VR) Agencies



Work Incentives Planning and Assistance (WIPA) Providers



Protection and Advocacy for Beneficiaries of Social Security (PABSS)

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**.



Where ENs Can Help You

An EN's service area may cover:

- The local community or statewide
- Multiple states
- The whole country

An EN may offer its services:

- In person
- Virtually, by phone, online, or email
- Both in person and virtually



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.



Work Incentives Planning and Assistance (WIPA) Providers

Certified Community Work Incentives Coordinators (CWIC)
staff WIPA Providers.



- If you are working or self-employed and receive Social Security disability benefits, CWICs can provide free benefits counseling to help you understand how earnings will affect your SSDI, SSI, Medicare, Medicaid, and other public benefits
- They can help you understand Social Security Work Incentives and how they apply to you
- They can explain the potential benefits of employment and dispel myths about working

Work Incentives

Work Incentives make it possible for you to work while still receiving benefits. They are designed to help you succeed! How many and what kind of Work Incentives you may be eligible for will depend on the type of benefit you receive.

Some examples include:

- Keeping your Medicare/Medicaid
- Having access to individualized services and supports
- Keeping some or all benefit payments as you transition to work

For general information about Work Incentives, and, if you are working, to be referred to the WIPA serving your area, call the Ticket to Work Help Line at 1-866-968-7842 or 1-866-833-2967 (TTY).

Who is Eligible to Be Referred to a WIPA Provider?



The Ticket to Work Help Line will refer you to a WIPA Provider if you receive SSDI, SSDI-related Medicare, SSI, or SSI-related Medicaid, and you:

- Are currently working or self-employed
- Have a job offer pending
- Are actively interviewing for jobs
 - Had an interview in the past 30 days
 - Have a job interview scheduled in the next 2 weeks
- Are ages 14–25, even in the earliest stages of considering work

Protection and Advocacy for Beneficiaries of Social Security (PABSS)



- PABSS organizations provide free legal assistance to people who receive Social Security disability benefits and who have disability-related barriers to employment.
- PABSS services may include:
 - Legal support
 - Advocacy
 - Information to help beneficiaries resolve employment-related concerns with employers, Social Security, ENs, State VR agencies, WIPA Providers, or others

Protection and Advocacy for Beneficiaries of Social Security (PABSS)



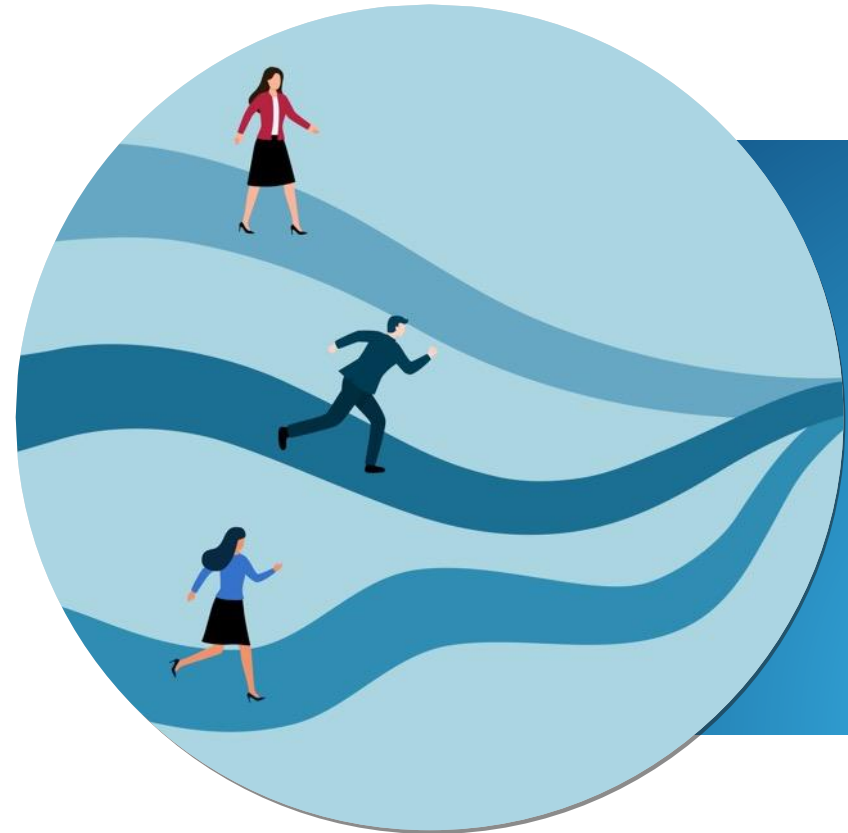
PABSS services may also provide help with:

- Navigating organizations and services to support your effort to work and protect your rights
- Requesting reasonable accommodations in your college classes, training courses, licensing programs, and workplace
- Addressing other disability-based legal issues that are barriers to employment

The Path to Success

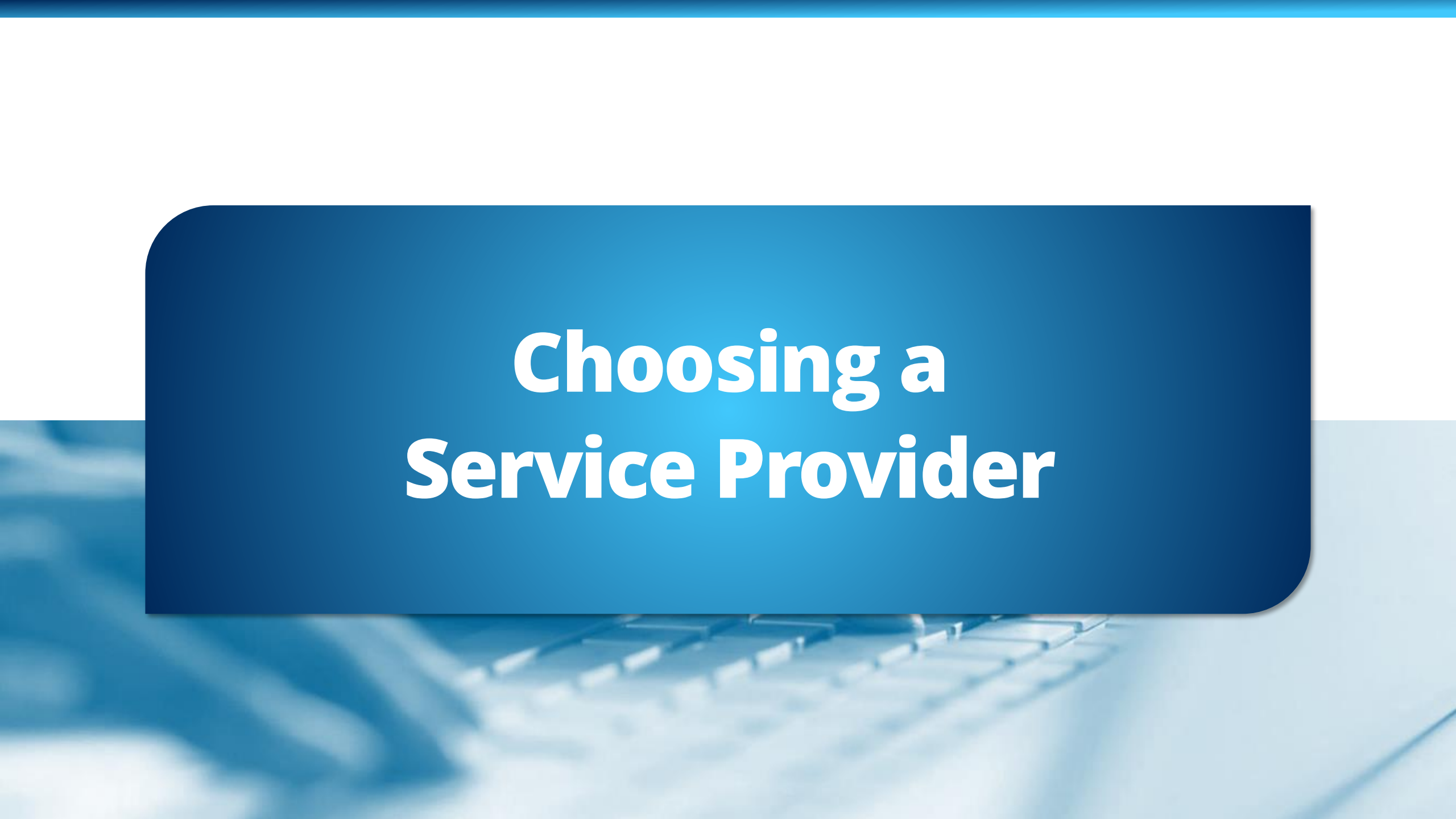
Everyone's path to financial independence through work is different. Once you decide to pursue employment, a Ticket Program service provider can help you:

- Create a plan to achieve your goals and set a timeline.
- Understand your responsibility for reporting work and earnings.
- Follow your plan.



Q&A





Choosing a Service Provider

Questions to Ask When Choosing a Service Provider

As you talk to service providers, you may want to ask some of these questions:

1. Do you serve others who have the same disability I have or a similar one?
2. What types of jobs have you helped find for other people with similar experience/skill sets?
3. Do you work with clients in person, over the phone, or virtually?
4. What happens after I assign my Ticket?

Topics to Discuss When You Meet with a Service Provider

As you meet with prospective service providers (EN or VR agency), be sure to talk about:

- What services you need, such as:
 - ✓ Resume writing
 - ✓ Interview skills
 - ✓ Benefits counseling
- Why you are looking for help with these services.
- How the service provider can help you achieve your work goals.



Keep These Questions in Mind

Ask yourself:

1. Did the staff seem friendly and willing to work with you?
2. Does the EN or State VR agency provide all the services you need?
3. How does the service provider compare to other service providers you're considering?
4. Do you know anyone who has worked with this service provider? What was their experience?



Key Resource: [Finding an EN and Assigning Your Ticket Worksheet](#)

How Do You Find a Service Provider?



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)



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



Find Help to Achieve Your Work Goals

The Find Help tool offers two ways to search for service providers that fit your needs.

Guided Search: Asks a series of questions to help you determine your readiness for the program and provides a list of service providers that may be a fit for you.

Direct Search: View a list of service providers serving your zip code.

- Search based on the type of provider and whether services are provided in person or virtually.
- Results can be narrowed further by services offered, disabilities served, or other specialized expertise.

The screenshot displays the 'Find Help' tool interface. At the top, it says 'Two Ways to Search:' followed by a brief explanation. Below this, there are two distinct search paths. The first path, 'Option 1: Guided Search', describes a process of answering questions to find a good fit, with a 'Start Your Guided Search' button. The second path, 'Option 2: Direct Search', describes viewing a list of providers by ZIP code, with a 'Start Your Direct Search' button. A '- OR -' separator is placed between the two options.

Two Ways to Search:
Once you understand the different providers available, there are two ways you can search.

Option 1: Guided Search
The Guided Search asks a series of questions to determine your readiness for the program and provides a list of service providers that are a best fit for you.
[Start Your Guided Search](#)

- OR -

Option 2: Direct Search
Use the Direct Search to view a list of service providers serving your ZIP code. This tool can search based on the type of provider and whether services are provided in person or virtually.
Results can be narrowed further by services offered, disabilities served, or other specialized expertise.
[Start Your Direct Search](#)

Selecting Search Options

- In the [Find Help](#) Tool, after clicking the Direct Search option, choose the search options that you are interested in.

For example, you might select:

- Provider Type: Employment Network (EN)
- In-person services near you, by entering your zip code and distance from zip.
- Employment Services, to help you prepare for a job hunt.
- The appropriate Disabilities Served.
- When done, click the Update Results button.

The screenshot shows the 'Search Options' form with the following selections:

- Basic Information**
 - Provider Type**
 - ☒ Employment Network (EN)
 - ☐ Vocational Rehabilitation Agency (VR)
 - ☐ Benefits Counseling (WIPA)
 - ☐ Legal Services (PABSS)
 - Providing Services**
 - ☒ In-Person Services
 - ☐ Virtual Services
 - ZIP Code**: 11372
 - Distance from ZIP**: 10 Miles
 - Provider Name**: (empty)
- Services Provided**
 - Career Preparation Services**
 - ☐ Career Planning
 - ☐ Job Coaching/Training
 - ☐ Resume Writing
 - Employment Services**
 - ☒ Direct Employment (i.e., hiring beneficiary to work for EN)
 - ☒ Job Placement Assistance
 - ☒ Direct Job Placement
 - On-the-Job Services**
 - ☐ Job Accommodations
 - ☐ Ongoing Employment Support/Job Retention
 - State**: (dropdown menu)
- Populations Served**
 - Disabilities Served**
 - ☐ Hearing Impairments
 - ☐ Visual Impairments
 - ☒ Mental Impairments
 - ☐ Other
 - Specializations**
 - ☐ Young Adults
 - ☐ Veterans
 - ☐ Self-Employment
 - Languages**
 - ☐ Most (Interpreter)
 - ☐ Sign Exact Language
 - ☐ Most (Language Line)
 - ☐ English
 - Factors for Success**: (dropdown menu)

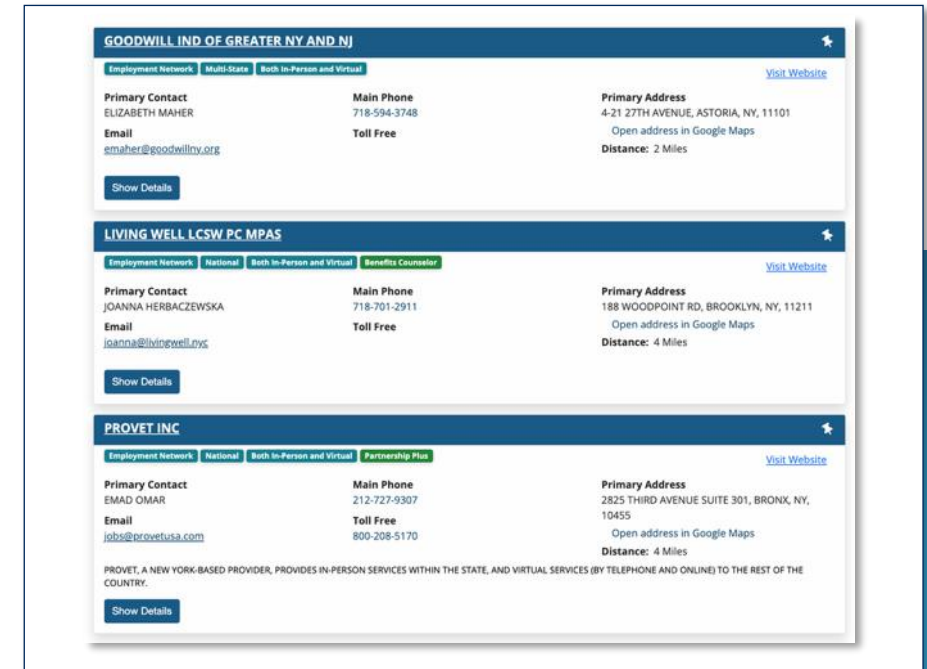
Update Results button

Current Filters: EN x In-Person x Direct Employment x Job Placement x Direct Job Placement x Mental Impairments x ZIP: 11372 x 10 Miles x

Contacting Service Providers

After clicking the Update Results button, the available service providers that fit the criteria you selected will appear.

- Review the details provided and contact the service providers that you think may be a good fit for you.
- When contacting a service provider, it's important to remember that they must also agree they are a good fit for you, and that they want to work as part of your employment team.



Q&A



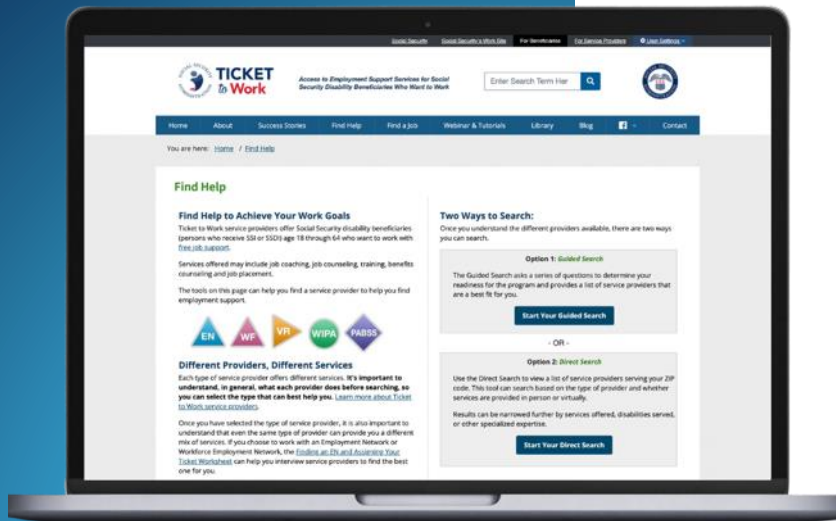
How To Get Started

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

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!

August 19, 2026

3 – 4:30 p.m. ET

REGISTER ONLINE

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