What Is Ticket to Work?



TICKET to Work | WISE Work Incentive Seminar Event

AUGUST 26, 2026

Live Webinar Will Begin at 3 p.m. ET

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What Is Ticket to Work?



TICKET to Work | WISE

Work Incentive Seminar Event

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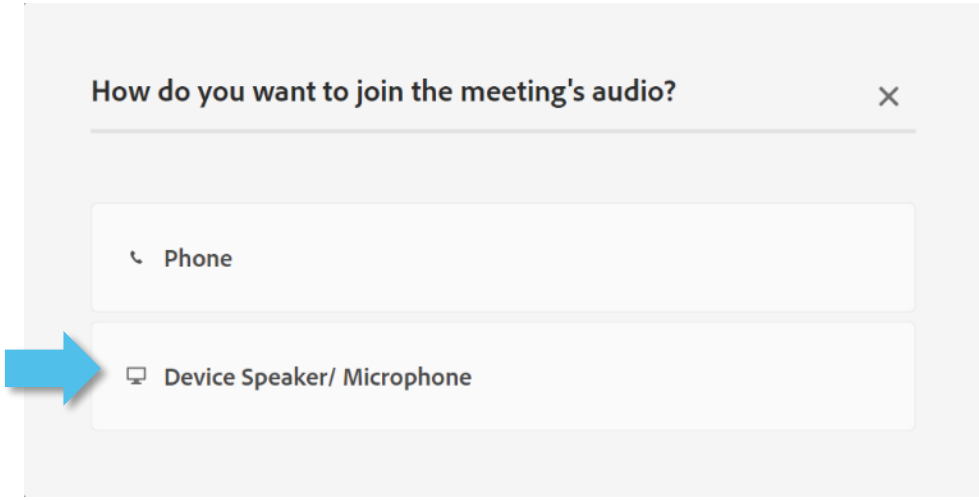
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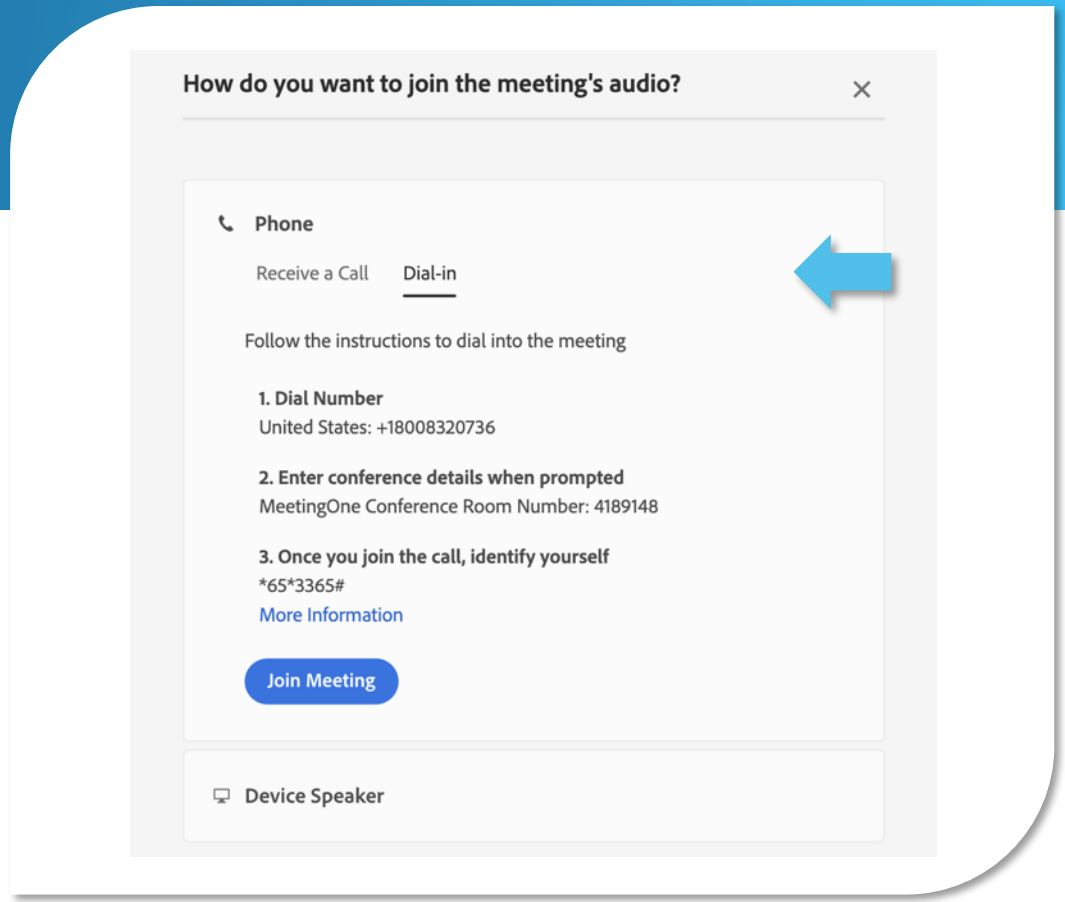
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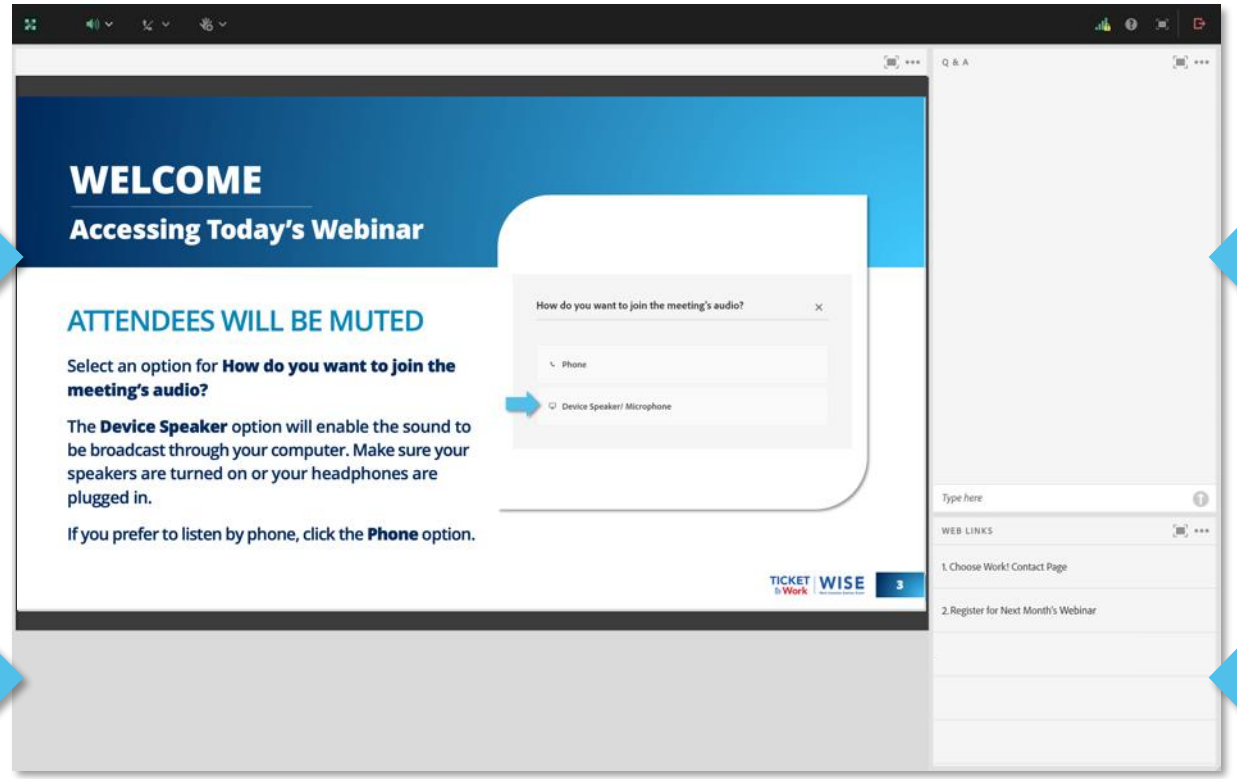
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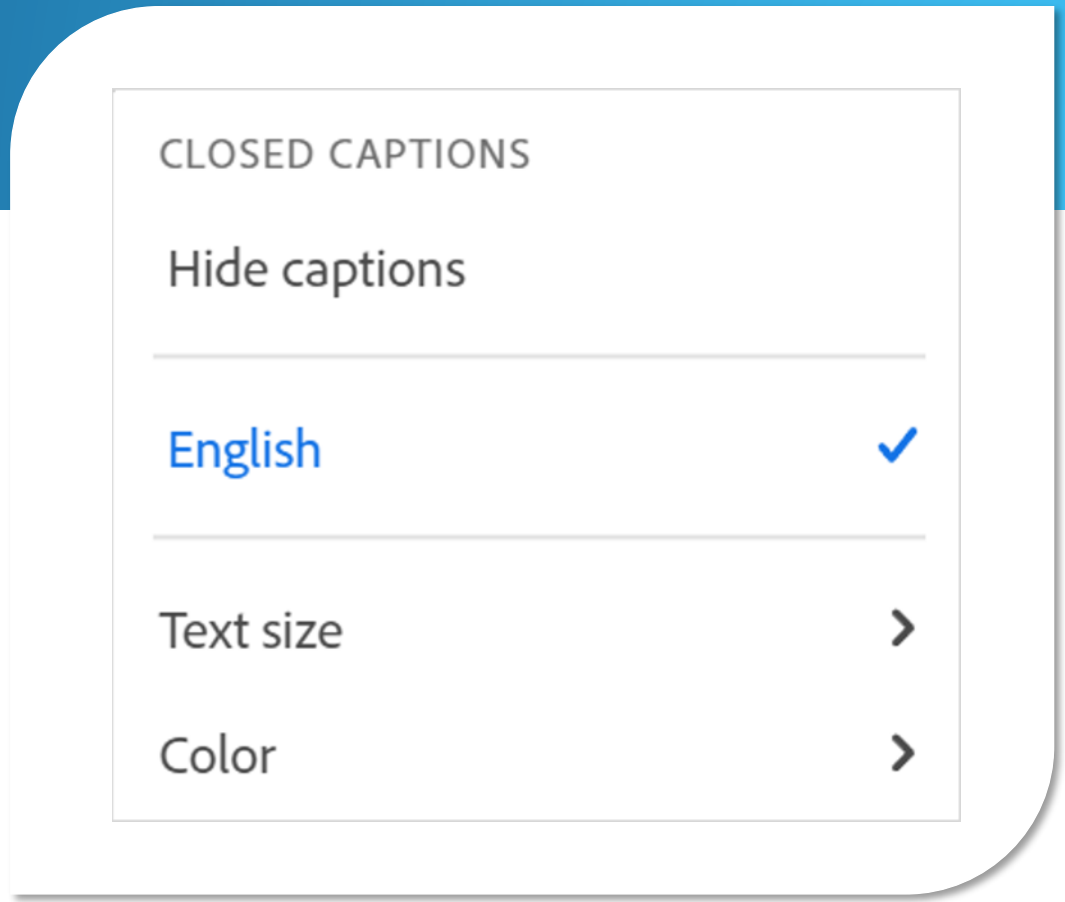
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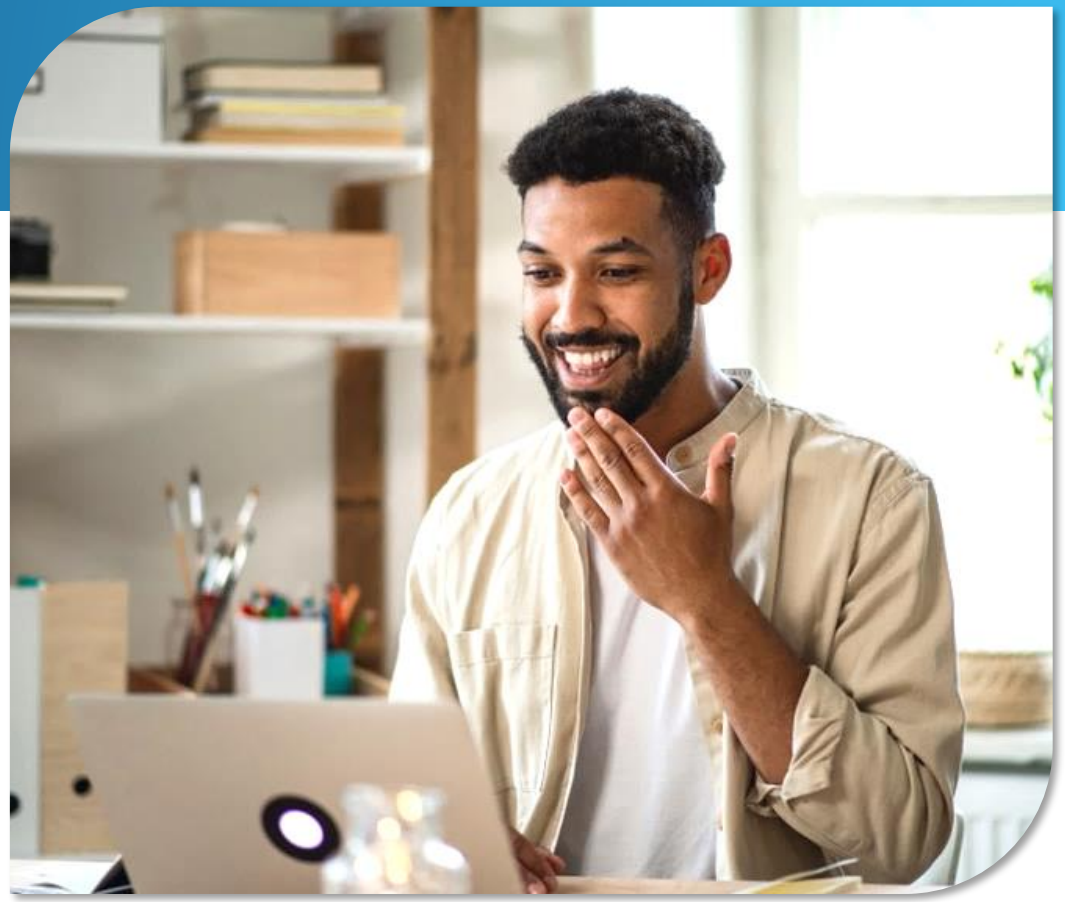
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American Sign Language (ASL)

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).

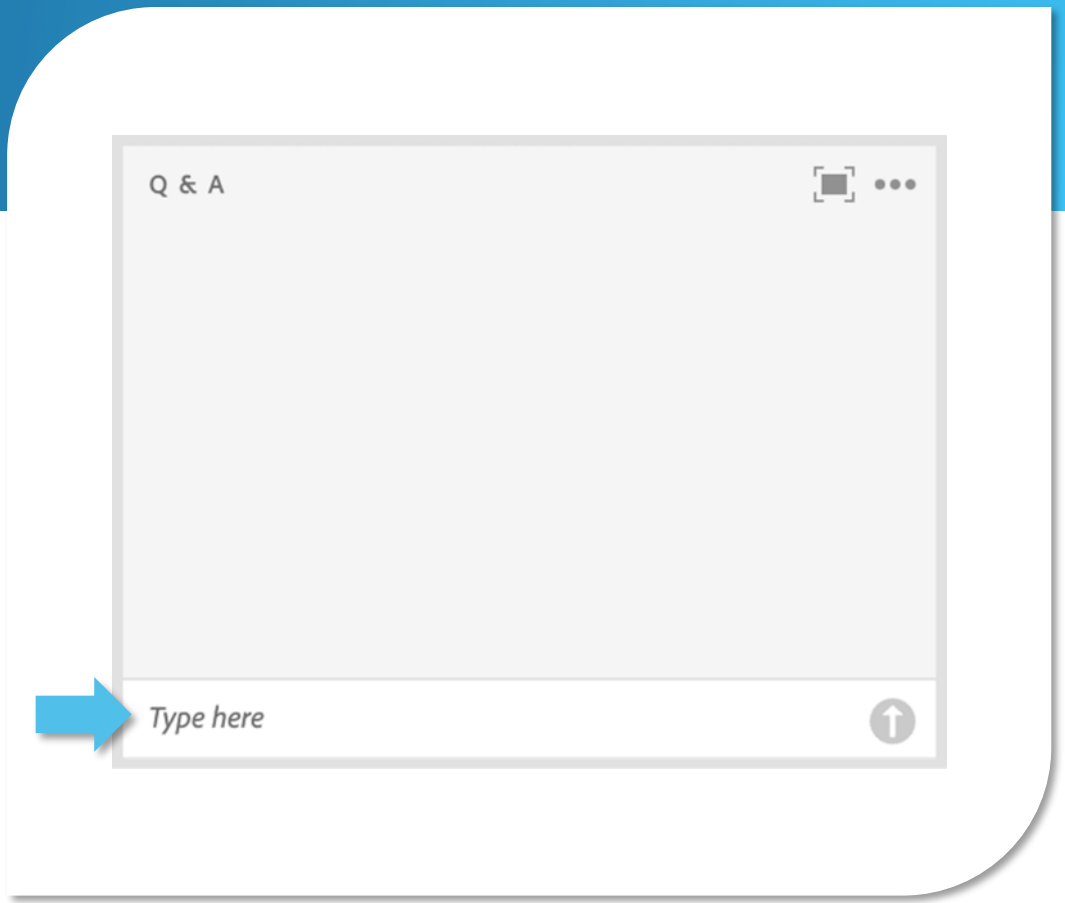


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Questions and Answers (Q&A)

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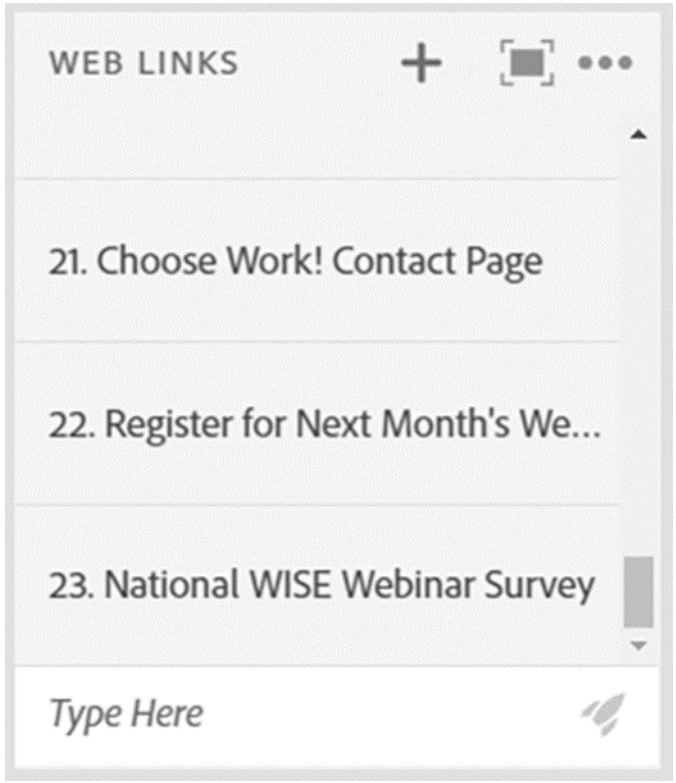


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Webinar Online Resources

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What Is Ticket to Work?



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Work Incentive Seminar Event

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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 answer questions like:

- What Is Social Security's Ticket to Work Program?
- Why Consider Work?
- Meet the People Who Can Help
- Choosing a Service Provider

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
- Gives you access to support, resources, and guidance to take your next step toward work



What Does Free and Voluntary Mean?

Free

- For eligible beneficiaries, there is no cost to participate in the Ticket to Work Program.

Voluntary

- You choose whether to participate.
- You also choose whether to work with a Ticket to Work service provider and which provider is right for you.

Ticket to Work is an opportunity — not an obligation.



What Does a "Ticket" Mean?

A Ticket is your opportunity to get support on your path to work.

When you have a Ticket, you can choose to:

- Set a work goal that fits your interests and abilities.
- Get free, individualized support from a service provider.
- Build skills, find a job, or advance in your career if you're already working.
- Work toward financial independence and learn how earnings from work will affect your benefits.

Your Ticket isn't a job — it's a tool that can help you get a job.

Who is Ticket to Work for?

You may be a good fit for Ticket to Work if you are:

- Thinking about working for the first time
- Interested in returning to work
- Already working and want to increase your hours or earnings
- Interested in a new career
- Considering education or job training
- Unsure what type of work might be right for you
- Ready to take the next step toward financial independence

Where Are You on Your Work Journey?

Everyone starts in a different place.
You may be:

- Thinking about work
- Getting ready
- Looking for a job
- Already working
- Wanting to move forward in your career



Wherever you are, the Ticket Program can help you take your next step.

You Can Explore Work Without Having All the Answers

You don't need to:

- Have a job
- Know exactly what career you want
- Be ready to work full time
- Have all the skills you need
- Know how work will affect your benefits



Ticket to Work can help you explore your options, identify your goals, and build a path toward work.



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)

Why Consider Work?

Work Can Be More Than a Paycheck

Employment may help you:



Earn Income



Build Financial Independence



Develop New Skills



Use Your Strengths and Talents

Employment May Also Help You

- Meet New People and Build New Connections
- Explore Your Interests
- Gain Confidence and Independence
- Build a Career and Work Toward Your Goals

Your reasons for working are personal to you.

What Could Work Look Like for You?

There is no one "right" way to work. Your employment goal might include:

- Working part time
- Working full time
- Starting with fewer hours and building up to full time
- Working from home or for yourself
- Finding a job that uses your existing skills
- Learning new skills or starting a new career
- Going back to work after time away
- Increasing your hours or earnings in a job you already have

The goal is to find an approach that works for you.

Start Where You Are

You don't have to go from "I'm not working" to "I'm working full time" overnight. You can:

- **Explore:** What interests you? What are you good at?
- **Prepare:** What skills, training, or support do you need?
- **Try:** What type of work or schedule might work for you?
- **Grow:** How can you build your skills, earnings, or career over time?

Every step forward counts.

What Could Work Make Possible?

Think beyond the job itself. What could working help you do?

- Have more money for the things you need or want.
- Reach a personal or financial goal.
- Become more independent.
- Learn something new.
- Meet people and become part of a team.
- Pursue a career you've always wanted.
- Find a greater sense of accomplishment.
- Create new opportunities for your future.

Your "why" can help guide your employment goal.

You Don't Have to Figure It Out Alone

Exploring work can bring up questions:

- What kind of job would be right for me?
- What skills do I need?
- How do I find an employer?
- What happens to my benefits if I work?
- What if I try something and it doesn't work out?



You don't have to have all the answers before you take the first step.

Your Next Step Doesn't Have to Be Big

Taking the first step might mean:

- Learning more about Ticket to Work
- Thinking about your employment goals
- Talking with a service provider
- Exploring different careers
- Updating your resume
- Learning about training opportunities
- Getting answers about benefits and work



You choose the goal. You choose the pace.
You don't have to do it alone.

Q&A



Meet the People Who Can Help

Support to Help You Achieve Your Work Goals

As you think about returning to work, working for the first time, or advancing in your current job, 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 job or career you might enjoy and any transferable 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 and job placement assistance as well as counseling about how earnings from work may affect Social Security disability benefits.



Choosing a Service Provider

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)



Find Help With the Find Help Tool

Ready to explore your options? Start with Find Help.

The Find Help Tool can help you search for Ticket Program service providers based on your needs and goals.

Use it to:

- Search for service providers, including ENs and VR agencies.
- Explore the services and supports that service providers offer.
- Find providers that work with people in your area or virtually.
- Compare your options before deciding who to contact.

You're in control of choosing the provider that's right for you.

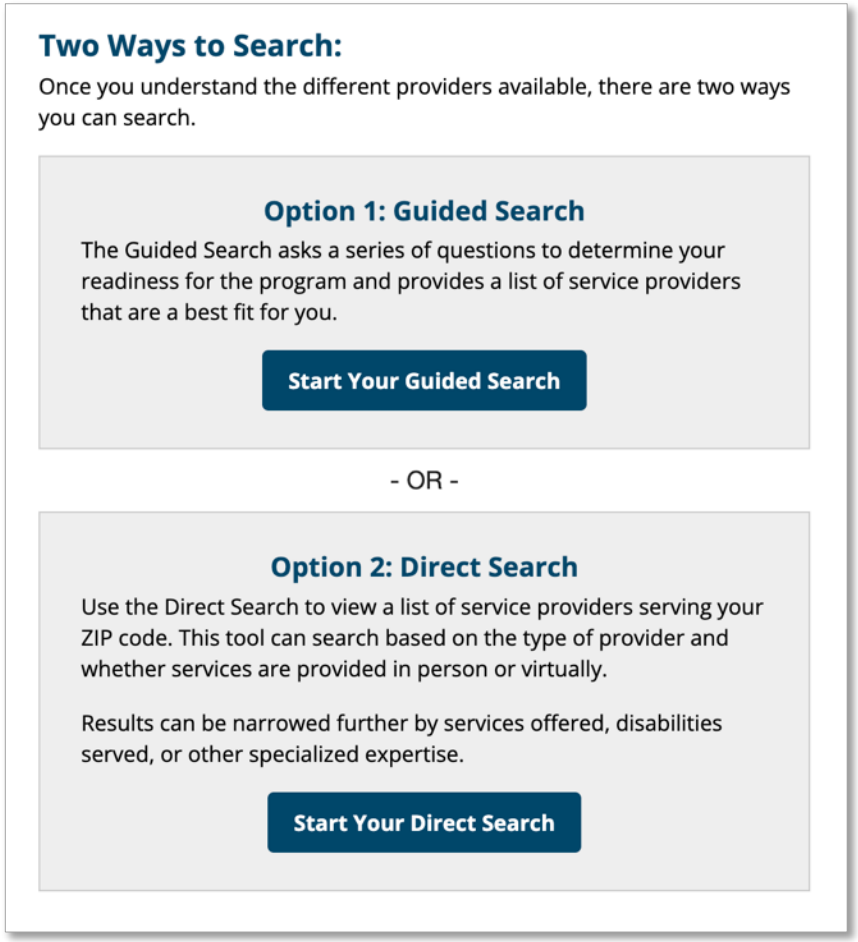
Find Help to Achieve Your Work Goals

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.

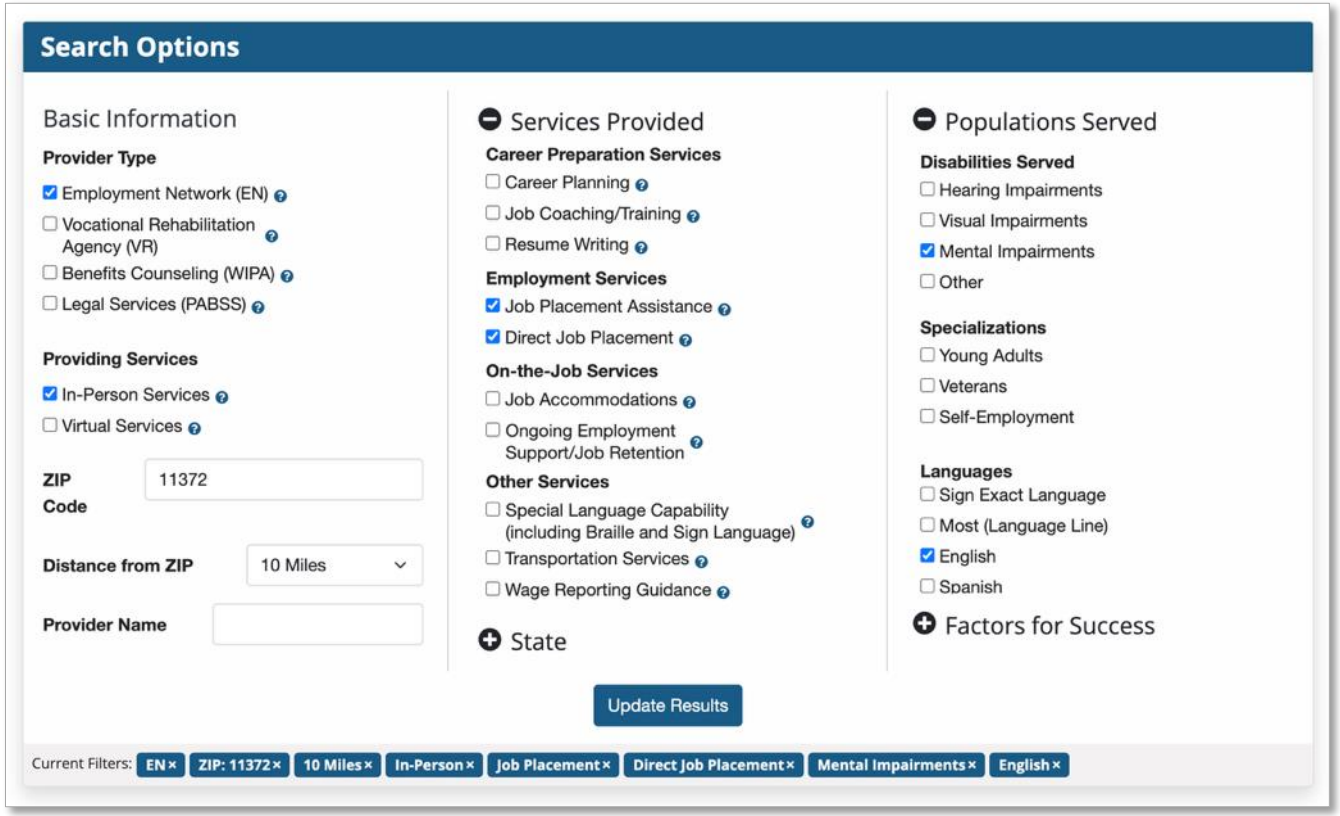


Selecting Search Options

- 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:

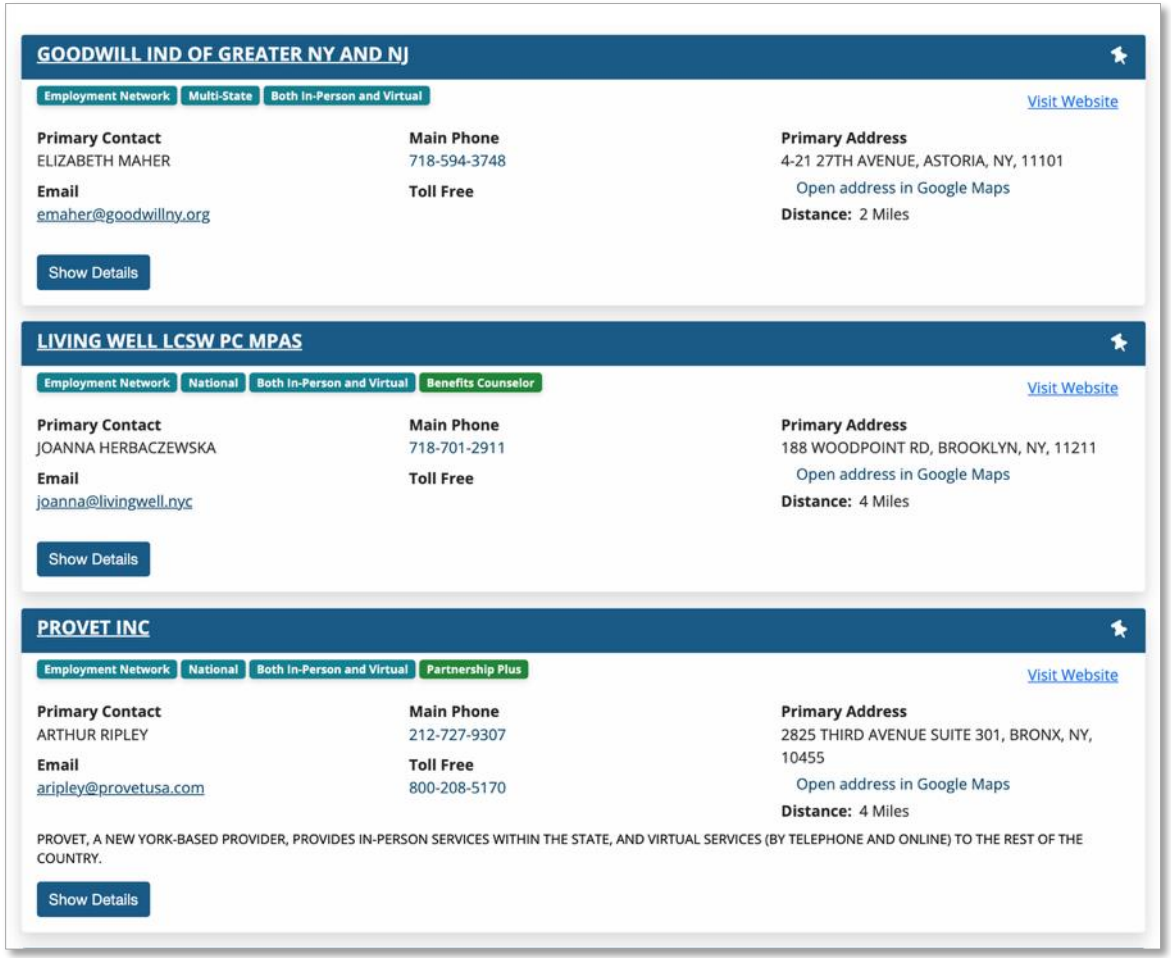
  - Provider Type: Employment Network (EN)
  - In-person services near you, by entering your ZIP code and distance from ZIP
  - Employment Services, to help you prepare for a job hunt
  - The appropriate Disabilities Served
- When done, click the Update Results button.



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.



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

Success Story: Meet Matt



Matt's Success Story



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

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

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!



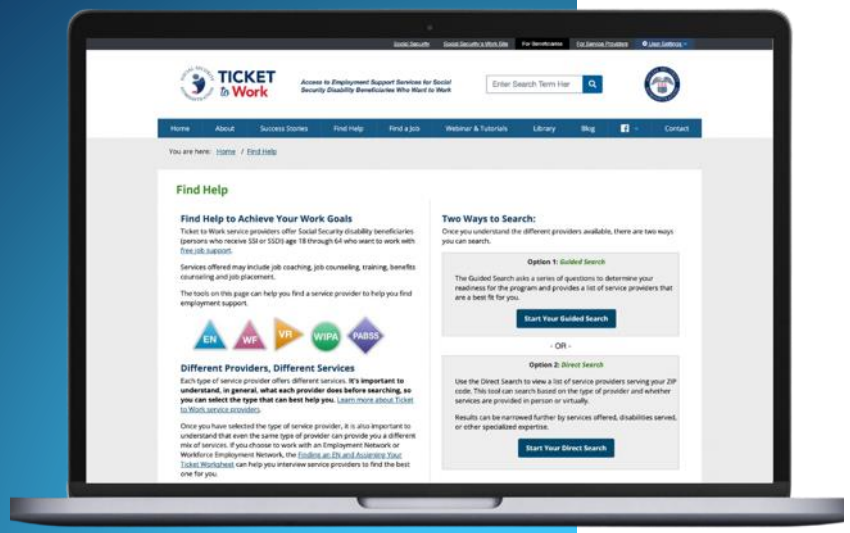
- Matt was hired as a full-time Human Resources Assistant by his EN.
- Matt's role at CIS has evolved and he has since taken on more responsibility and is managing employee benefits and unemployment claims.

"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."

Q&A



How To Get Started



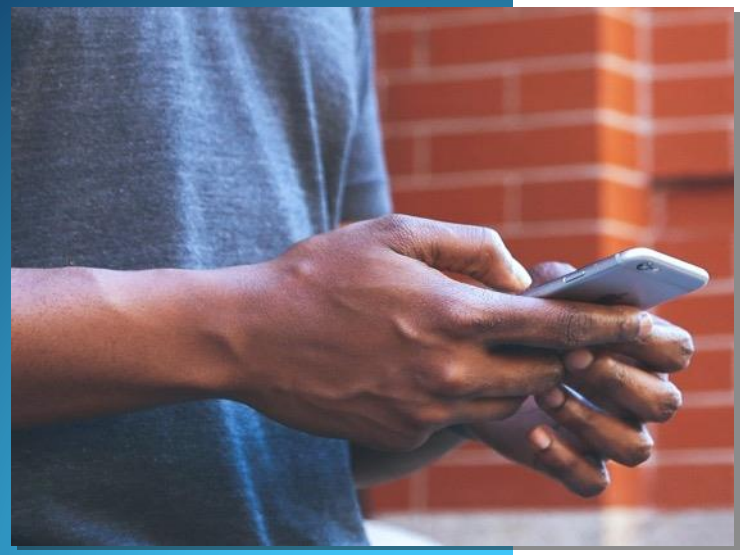
Social Security's Ticket to Work Program has resources ready to help you get started!

Call the Ticket to Work Help Line
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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!

Debunking the 3 Biggest Myths About Disability Benefits and Ticket to Work

September 23, 2026

3 – 4:30 p.m. ET

REGISTER ONLINE

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