



# Ticket to Work for People with a Mental Illness: Support on Your Journey to Work

Date: Wednesday, May 25  
Time: 3:00-4:30 pm ET

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# Agenda

## **Welcome and Introductions**

Jayme Pendergraft, Ticket Program Manager

## **Mental Illness: Myths and Facts**

Kendra Berry and Tina Skeel, Indiana Works

## **Advantages of Working**

Kendra Berry and Tina Skeel

## **The Ticket to Work Program: Support on Your Journey to Employment**

Kendra Berry and Tina Skeel

## **Reasonable Accommodations and How to Ask for Them**

Kendra Berry and Tina Skeel

## **Work: Is it Possible for Me?**

Kendra Berry and Tina Skeel

## **Questions and Answers**

Presentation Team





# Mental Illness: Myths and Facts



Mental health problems  
don't affect me.

## The answer is FALSE!



Mental health problems are **common**.

In 2014, about:

- **One in five** American adults experienced a mental health issue
- **One in 10** young people experienced a period of major depression
- **One in 25** Americans lived with a serious mental illness, such as schizophrenia, bipolar disorder, or major depression

Resource: [www.mentalhealth.gov](http://www.mentalhealth.gov)



People with mental health needs, even those who are managing their mental illness well, may not tolerate the stress of holding down a job.

## The answer is FALSE!



- People with a mental health diagnosis can be **just as productive** as other employees.
- Employers who hire people with a mental health diagnosis report **good attendance and punctuality**, as well as **motivation, good work, and years on the job** on par with or greater than other employees.

Resource: [www.mentalhealth.gov](http://www.mentalhealth.gov)

People with mental health needs, even those who are managing their mental illness well, cannot tolerate the stress of holding down a job.



When employees with a mental health diagnosis receive effective treatment, it can result in:

- **Lower** total medical costs
- **Increase productivity**
- **Lower** absenteeism
- **Decreased** disability costs

Resource: [www.mentalhealth.gov](http://www.mentalhealth.gov)



**There is little hope for people with a mental health diagnosis. Once a friend or family member develops mental health problems, he or she will never recover.**

Resource: [www.mentalhealth.gov](http://www.mentalhealth.gov)

## The answer is FALSE!



- Studies show that people with a mental health diagnosis **get better** and many **recover** completely.
- Recovery refers to the process in which people are able to **live, work, learn, and participate** fully in their communities.
- There are more **treatments, services and community support systems** than ever before, and they work for many people!

Resource: [www.mentalhealth.gov](http://www.mentalhealth.gov)



**MentalHealth.gov** provides one-stop access to information about mental health and mental health programs from the U.S. government.

 MentalHealth.gov

MentalHealth.gov aims to **educate** and **guide**:

**[www.mentalhealth.gov](http://www.mentalhealth.gov)**

- The general public
- Health and emergency preparedness professionals
- Policy makers
- Government and business leaders
- School systems
- Local communities

# Advantages of Working



# Why Choose Work?

People **choose work** to:

- **Earn more income**
- **Gain independence**
- **Meet new people**
- **Learn new skills**
- **Increase self-esteem**
- **Be part of the community**



## Why Choose Work?

Working can help with your **health**:

- People who work are often **physically healthier** than people who do not work, with fewer aches and pains;
- Work provides **structure**, helps people stay active and involved, and help **exercise their bodies, minds, creativity and skills.**



*Resource: Temple University Collaborative on  
Community Inclusion of Individuals with  
Psychiatric Disabilities*  
<http://bit.ly/1rWbxSY>

## Why Choose Work?

### Working:

- Provides people with a way to **contribute to the community**; and
- Can provide a **sense of accomplishment** and the feeling of being part of a larger group with a purpose.



*Resource: Temple University Collaborative on  
Community Inclusion of Individuals with  
Psychiatric Disabilities*  
<http://bit.ly/1rWbxSY>

## Why Choose Work?

Working can give us a **sense of the future**:

- **Setting goals**, such as earning a promotion or developing new skills, can motivate people forward;
- Working is a way of **investing in ourselves and our future**.



*Resource: Temple University Collaborative on  
Community Inclusion of Individuals with  
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# The Ticket To Work Program: Support on Your Journey to Work



# Social Security Disability Benefit Programs



Social  
Security  
Disability  
Insurance



# Social Security Disability Benefit Programs



Supplemental  
Security  
Income

# Social Security Disability Benefit Programs



Social  
Security  
Disability  
Insurance



Supplemental  
Security  
Income

# Starting the Journey

**Only you** can decide if work is  
the **right choice for you.**



# What is the Ticket to Work Program?

## Ticket to Work

- Is a **free** and **voluntary** Social Security program;
- Offers **career development** for people age 18 through 64 who receive Social Security disability benefits.



## Taking the Next Step

- Gathering information and resources is key to planning your journey toward employment.
- Ticket to Work and Work Incentives can help make your journey a smooth one.



## For More Information

Call the Ticket to Work Help Line:

- 1-866-968-7842 (V)
- 1-866-833-2967 (TTY)

Visit:

- [www.choosework.net](http://www.choosework.net)





# Work Incentives

# Work Incentives

Work Incentives are special rules that allow you to:

- Receive training for new skills
- Improve the skills you already have
- Pursue your education
- Try different jobs
- Start a career
- Gain confidence





# Most Common Work Incentives



Earned  
Income  
Exclusion



Protection from  
Medical  
Continuing  
Disability  
Reviews



Trial Work  
Period



Continuation  
of Medicare  
Coverage



Section  
1619(b)  
Continued  
Medicaid  
Eligibility



Expedited  
Reinstatement



# Reasonable Accommodations for People with a Mental Illness and How to Ask for Them



## What is a Reasonable Accommodation?

- In terms of employment, a **reasonable accommodation** is any **modification** or **adjustment** to a job, or the work environment, that **enables** a qualified applicant or employee with a disability to participate in the application process or to perform essential job functions.
- Federal law **requires** employers to provide a reasonable accommodation to qualified individuals with disabilities unless it causes **undue hardship**.



## What is a Reasonable Accommodation?

If you need a reasonable accommodation to **apply for a job or to perform your job**, ask to speak to the employer's Affirmative Action Compliance Officer.

Examples of reasonable accommodations include:

- Making a change to the **application process** or **work procedures**,
- Providing documents in an **alternate format**,
- Using a **sign language interpreter**, or
- Using **specialized equipment**.



# What Types of Reasonable Accommodations are Available for People with a Mental Illness?

There are many types of reasonable accommodations available for people with a mental illness. They can help with:

- **Concentration**
- **Memory**
- **Organization**
- **Time management**
- **Stress/Emotions**
- **Attendance**



Resource: [www.askjan.org](http://www.askjan.org)

# What are Some Examples of Reasonable Accommodations?

To help with some of these things, you can:

- **Reduce distractions** in the work area;
- 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**.



Resource: [www.askjan.org](http://www.askjan.org)

# More Examples of Reasonable Accommodations

To help you **achieve your work**, you can:

- Ask for **written and verbal** instructions;
- Ask for a **written checklist**;
- Use a wall **calendar**;
- Use a daily or weekly **task list**;
- Ask if you can **record** meetings or trainings;
- Ask for a memory aid such as a **scheduler, organizer or app**.



Resource: [www.askjan.org](http://www.askjan.org)

# More Examples of Reasonable Accommodations *con't*

Other reasonable accommodations may include:

- A **flexible work environment**;
- **Working from home**; or
- **Flexible scheduling**;
- Asking for a **mentor** or **job coach** to help you achieve your work;
- Bringing your **trained support/service animal** to work.



Resource: [www.askjan.org](http://www.askjan.org)



# Asking for a Reasonable Accommodation

Now that you know some types of reasonable accommodations, you may be wondering **how to ask for them**.

- The **Job Accommodation Network (JAN)** recommends that you ask for reasonable accommodations **in writing**.
- Your employer may have an **in-house form**.



Resource: [www.askjan.org](http://www.askjan.org)

## Asking for a Reasonable Accommodation *con't*

When you submit your request, JAN recommends that you:

- State that you are requesting an accommodation under the **American's with Disabilities Act**;
- Identify the **job tasks** you're having trouble with;
- Identify **your accommodation ideas** and request your **employer's ideas**.

For an **sample accommodation request letter**, visit **<https://askjan.org/media/accommrequestltr.html>**

## The Job Accommodation Network

- Provides free, expert and confidential guidance on workplace accommodations and disability issues;
- Helps people with disabilities **enhance their employability**; and
- Shows employers how to capitalize on the **value and talent** that people with disabilities add to the workforce.



[www.askjan.org](http://www.askjan.org)

1-800-526-7234 (voice)

1-877-781-9403 (TTY)

# Work: Is it Possible for Me?



## Is Work Possible for Me? *con't*

Yes, **work is possible!**

- Lots of people in recovery **work** in a variety of fields and jobs;
- **Job accommodations** can be made available at most jobs; and
- Employment programs, like the **Ticket to Work** program, have helped people find and keep jobs.

*Resource: Temple University Collaborative on  
Community Inclusion of Individuals with  
Psychiatric Disabilities*  
<http://bit.ly/1rWbxSY>

## Is Work Possible for Me? *con't*

Yes, **work is possible!**

- More **employers** than ever are willing to give people with mental health challenges a chance; and
- You may be able **to find the kind of job you want** more easily than you think.

*Resource: Temple University Collaborative on  
Community Inclusion of Individuals with  
Psychiatric Disabilities*  
<http://bit.ly/1rWbxSY>

## Remember...

Take advantage of the **resources** we've talked about today.  
We're here to **help you succeed** on your **journey to work!**



## Resources







**1-800-273-TALK**  
**(1-800-273-8255)**

If you or someone you know is suicidal or in emotional distress, contact the **National Suicide Prevention Lifeline**.

Trained crisis workers are available to talk **24 hours a day, 7 days a week**.

Your **confidential** and **toll-free** call goes to the nearest crisis center in the Lifeline national network.

These centers provide crisis counseling and mental health referrals.



**1-800-273-8255**  
**Press 1**

The **Veterans Crisis Line** connects veterans in crisis and their families and friends with qualified, caring Department of Veterans Affairs responders through a confidential toll-free hotline, online chat, or text.

Veterans and their loved ones can call **1-800-273-8255** and **press 1**, chat online at [www.veteranscrisisline.net](http://www.veteranscrisisline.net), or text **838255** to receive confidential support.

## SAMHSA Treatment Referral Helpline



**1-877-  
SAMHSA7 (1-  
877-726-4727)**

Get general information on mental health and **locate treatment services in your area.**

Speak to a live person, Monday through Friday from 8 a.m. to 8 p.m. Eastern.



[www.nami.org](http://www.nami.org)

The **National Alliance on Mental Illness (NAMI)** is dedicated to building better lives for the millions of Americans affected by mental illness.

NAMI **advocates** for access to services, treatment, supports and research and is committed to **raising awareness** and **building a community** of hope for all of those in need.



**Mental Health America (MHA)** is a community-based network dedicated to helping all Americans live mentally healthier lives. With a century of service and more than 300 affiliates across the country, MHA

- **advocates** for changes in policy;
- **educates** the public, and
- **delivers** urgently needed programs and services.

[www.mentalhealthamerica.net](http://www.mentalhealthamerica.net)

## Find Help Tool

Visit: [www.choosework.net/findhelp](http://www.choosework.net/findhelp) to search for the right service provider for you.

You can search by:

- ZIP code
- Services offered
- Disability types
- Languages spoken
- Provider type (EN, VR, WIPA or PABSS)



## For More Information



### Call the Ticket to Work Help Line:

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- 1-866-833-2967 (TTY)

### Visit:

- [www.choosework.net](http://www.choosework.net)

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