



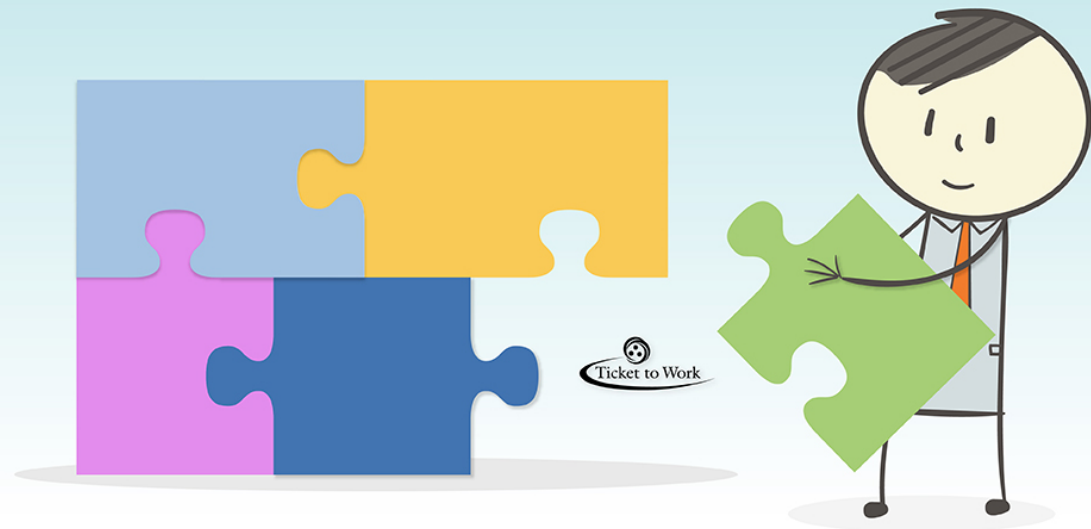
Helping You Today  
So You Succeed Tomorrow



# Putting it Together: Choosing a Service Provider That's Right for You

**Date:**  
Wednesday,  
October 23,  
2019

**Time:**  
3 – 4:30 PM ET



# Accessing Today's Webinar (Slide 1 of 3)

You can manage your audio using the audio option at the top of your screen (it will look like a microphone or telephone icon).



# Accessing Today's Webinar (Slide 2 of 3)

All attendees will be muted, and we encourage you to attend by choosing “**listen only**” from the audio menu. This will enable the sound to be broadcast through your computer, so please make sure your **speakers are turned on or your headphones are plugged in.**

A screenshot of a 'Join Audio Conference' dialog box. The title bar says 'Join Audio Conference'. The main text asks 'How would you like to join the meeting's audio conference?'. There are two radio button options: 'Dial-out [Receive a call from the meeting]' which is selected, and 'Dial-in to the Audio Conference via Phone'. Below the 'Dial-out' option is a dropdown menu showing '+1 (USA)' and an empty text input field. At the bottom right are two buttons: 'Join' and 'Listen Only'. A blue arrow points from the right towards the 'Listen Only' button.

Join Audio Conference

How would you like to join the meeting's audio conference?

☒ Dial-out [Receive a call from the meeting]

+1 (USA)

☐ Dial-in to the Audio Conference via Phone

Join Listen Only

# Accessing Today's Webinar (Slide 3 of 3)

If you do not have sound capabilities on your computer or prefer to listen by phone, dial:

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

Access code: **4189148#**

# Webinar Accessibility



# Adobe Connect Platform

The screenshot displays the Adobe Connect Platform interface. At the top, a dark bar contains the 'Meeting' title, a microphone icon, a person icon, and a 'Help' button. Below this, the main presentation area shows a slide titled 'Putting it Together: Choosing a Service Provider That's Right for You'. The slide features the 'Ticket to Work Work Incentives' logo, the text 'Helping You Today So You Succeed Tomorrow', and a cartoon character placing a green puzzle piece into a larger assembly of blue, yellow, and pink pieces. A dark blue box on the left side of the slide contains the text: 'Date: Wednesday, October 23, 2019' and 'Time: 3 – 4:30 PM ET'. Below the slide, a 'Captioning Pod' is visible with a text area and a 'No Captions' button. On the right side, a 'Q & A' section is present, followed by a 'Web Links' section listing various resources: 'Accessible PDF Presentation', 'Accessible Text-Only Presentation', 'Adobe Accessibility User Guide', 'Closed Captioning', 'WISE Webinar Archives', 'MentalHealth.gov Website', 'Temple University Collaborative Guide', 'Lori's Success Story', 'Social Security Red Book', 'Choose Work Library', 'Choose Work Blog', and 'Choose Work Website'. At the bottom right, there is a 'Browse To' button and a text input field.

# Adobe Connect Accessibility User Guide

Should you need assistance navigating Adobe Connect, the link below directs you to an Accessibility User Guide complete with a list of controls.

New Keyboard Shortcuts	
CTRL + M	Toggle Microphone on (locked) or off.
CTRL + UP ARROW	Toggle Raise Hand Status.
CTRL + .	Toggle Full Screen Mode. Applies to currently selected Share Pod.
CTRL + '	Promote to Host. Requires selected attendee(s) in the Attendee List.
CTRL + ]	Demote to Participant. Requires selected attendee(s) in the Attendee List.
CTRL + /	Promote to Preesenter. Requires selected attendee(s) in the Attendee List.
CTRL + ,	Start/Stop Recording (toggle). For Start, brings up the Start Recording Dialog.
CTRL + \	End Meeting. Brings up the End Meeting Dialog.
CTRL + [	Start/Stop Desktop Sharing. Applies to currently selected Share Pod.
CTRL + SPACE	Opens up left most menu for keyboard navigation.

<http://bit.ly/adobe-accessibility>

# Captioning

- Real-time captioning is provided during this webinar
- The captions can be found in the **Captioning pod**, which appears below the slides
- You can also access captioning online:  
<http://bit.ly/captions-oct19>



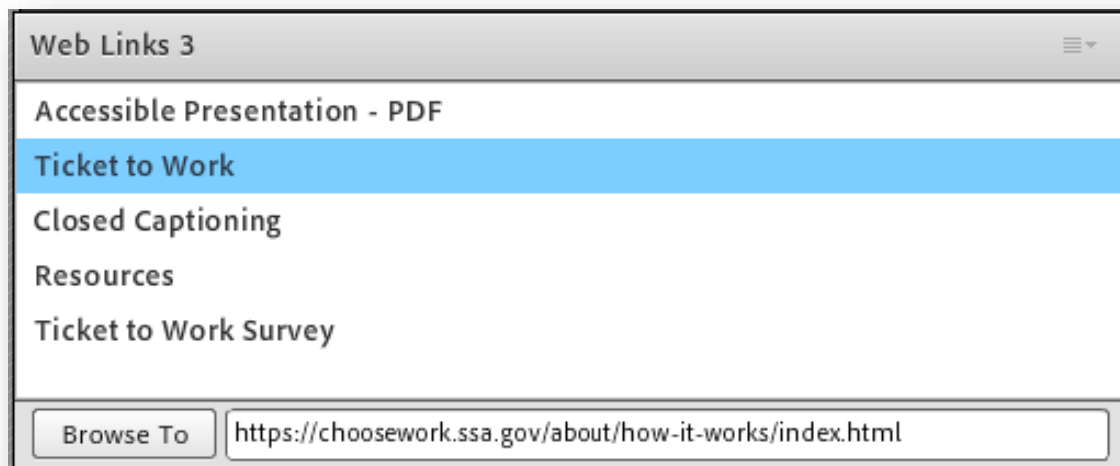
# Questions and Answers (Q&A)

- For 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 not logged in to the webinar, you may also ask questions by emailing questions to [webinars@choosework.ssa.gov](mailto:webinars@choosework.ssa.gov)



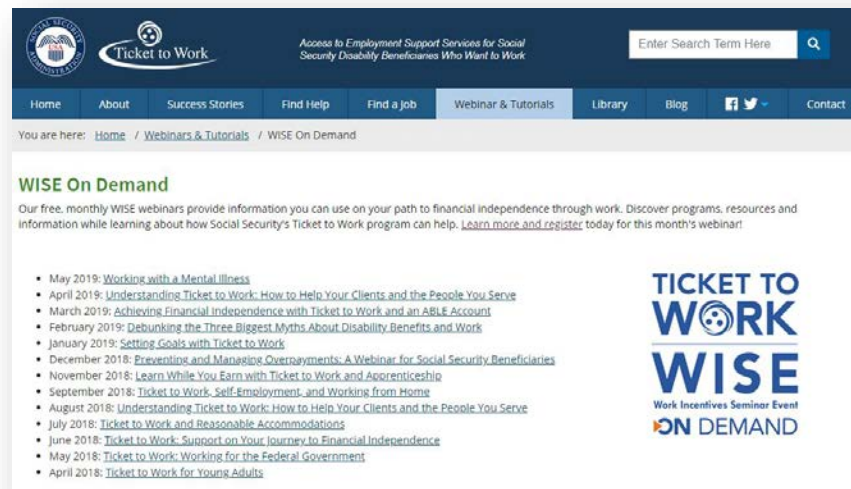
# Webinar Online Resources

- Please use the **Web Links pod** to find the resources presented during today's webinar
- If you are listening by phone and not logged in to the webinar, you may email [webinars@choosework.ssa.gov](mailto:webinars@choosework.ssa.gov) for a list of available resources



# Archived Events

**Please note:** This webinar is being recorded, and the archive will be available within 2 weeks on the Choose Work website at [http://bit.ly/WISE\\_OnDemand](http://bit.ly/WISE_OnDemand).



# 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](mailto:webinars@choosework.ssa.gov).



# Presenters

## Welcome and Introductions

Moderator: Sarah Hyland, WISE Moderator

Presenter: David Leon, Virginia Department for Aging and Rehabilitative Services

# Welcome!

Thank you for joining us! Today, we'll discuss how Social Security's Ticket to Work (Ticket) program can help you and answer questions related to:

- Social Security's Ticket program
- Establishing work goals
- Identifying your employment team
- Benefits counseling
- Choosing the right service provider



# Objectives

At the close of today's webinar, you will:

- Better understand the Ticket program
- Be able to set work goals
- Know your employment team
- Be able to choose a service provider to help you meet your employment goals



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





# Social Security Disability Benefits Programs



**Social Security Disability Insurance (SSDI)**



**Supplemental Security Income (SSI)**



# 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 ages 18 through 64 who receive Social Security disability benefits



# What Is the Ticket to Work Program? (Continued)

Ticket to Work connects you with **free employment services** to help you:

- Decide if working is right for you
- Prepare for work
- Find a job
- Succeed at work



# How It Works

If you choose to participate, you will receive services from authorized Ticket to Work service providers like **Employment Networks (ENs)** or your **State Vocational Rehabilitation (VR) agency**.

Services can include:

- Career counseling
- Resume help
- Interview advice
- Assistance finding a job



# Why Ticket to Work?

- Earning a living through employment is not something everyone can do, but it may be right for you. Once they understand the various services and supports available to them, many people find that the rewards far outweigh the risks.
- If you take the time to learn about the employment services and supports available through the Ticket program...you may be surprised! We're here to help you on your journey to financial independence.



# Exploring Your Work Goals



# Why Set Work Goals?

Work goals help you to focus on your pathway to a career. They can also help you:

- Measure your progress
- Hold yourself accountable
- Stay motivated and keep on track
- Increase your chance of success





# What Are Your Work Goals? (Slide 1 of 3)

Think about these questions:

- What type of work do I like to do?
- What are my interests?
- What kind of job do I want now?
- What kind of job do I want 5 years from now?



# What Are Your Work Goals? (Slide 2 of 3)

Also, consider these questions:

- What are my long-term career goals?
- Where do I want to work? At home? In an office? Outdoors?
- Do I want to be self-employed or work for someone else?



# What Are Your Work Goals? (Slide 3 of 3)

Once you know the kind of job you want, ask yourself what you need to succeed:

- Information about specific job options
- Training or education
- Resume or interview skills
- Understanding of how work affects benefits and healthcare
- Reasonable accommodations and/or assistive technology



# Meet Your Employment Team!



# Who Can Help You Achieve Your Work Goals?

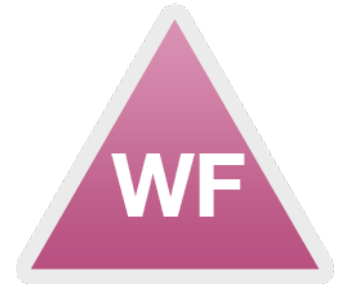
Through the Ticket program, you'll have access to a variety of Ticket program service providers, including:

- Employment Networks (ENs)
- Workforce ENs
- State Vocational Rehabilitation (VR) agencies
- Work Incentives Planning and Assistance (WIPA) projects
- Protection and Advocacy for Beneficiaries of Social Security (PABSS) organizations



# Employment Networks (ENs) (Slide 1 of 2)

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

# Employment Networks (ENs) (Slide 2 of 2)

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 or email



# 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 can include:

- Identifying your work goals
- Writing and reviewing your resume
- Preparing for interviews
- Requesting and receiving reasonable accommodations
- Benefits counseling, if there's a certified Benefits Counselor on staff





# 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.

- Some states have separate VR agencies that serve individuals who are blind and visually impaired



# How Can Working with State VR Agency Help You?

Many services are similar to what you can receive through an EN, but a State VR agency may also be able to help you with:

- Vocational Rehabilitation
- Training and education
- Special programs for young adults and veterans



Similar to ENs, State VR agencies can also offer benefits counseling if they have a certified Benefits Counselor on staff.

# What Is Partnership Plus?

Partnership Plus is an agreement where State VR agencies partner with ENs to provide a transition of services for those who need ongoing support.

- VR agencies typically close a case approximately 90 days after you start working
- An EN may offer continued support services to maintain employment and increase your earnings over time



# Partnership Plus

EN services after VR case closure may include:

- Job retention and career advancement
- Job coaching
- Transportation
- Benefits counseling
- Wage reporting assistance
- Assistance with requesting job accommodations



# Partnership Plus Fact Sheet

Learn more about **Partnership Plus** online:  
[choosework.ssa.gov/library/partnership-plus](https://choosework.ssa.gov/library/partnership-plus)



# Work Incentives Planning and Assistance (WIPA) Projects

WIPA projects are staffed by Community Work Incentives Coordinators (CWIC) who:

- Provide free benefits counseling to Social Security disability beneficiaries about how work and earnings will affect your SSDI, SSI, healthcare and other public benefits
- Help you understand Work Incentives and how they apply to you
- Explain the potential benefits of employment and dispel myths about working
- Help you decide if the services and supports from the Ticket program are right for you



# Whom Do WIPA Projects Serve?

The Ticket to Work Help Line will refer you to a WIPA project 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 age 14–25, even in the earliest stages of considering work



# Protection and Advocacy for Beneficiaries of Social Security (PABSS) (Slide 1 of 2)

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





# Protection and Advocacy for Beneficiaries of Social Security (PABSS) (Slide 2 of 2)

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 workplace, college classes, training courses, and licensing programs
- Addressing other disability-based legal issues that are barriers to employment



# How Do You Find a Service Provider?

- If you're ready to find a service provider, visit [choosework.ssa.gov/findhelp](https://choosework.ssa.gov/findhelp)
- Search by:
  - ZIP code
  - Services offered
  - Disability type
  - Languages spoken
  - Provider type (EN, Workforce EN, VR, WIPA, or PABSS)
- Or call the Ticket to Work Help Line for a list of service providers at **1-866-968-7842** or **1-866-833-2967** (TTY)



# Questions?



# Benefits Counseling



# Benefits Counseling

The Ticket program has service providers that offer access to free benefits counseling to help you understand how work will affect federal and state benefits, including:

- Medicare and Medicaid
- Social Security Disability Insurance (SSDI)
- Supplemental Security Income (SSI)
- Housing assistance
- Supplemental Nutrition Assistance Program (SNAP)/food stamps

# Benefits Counseling Service Providers

There are 4 types of service providers that may offer access to benefits counseling:

- Work Incentives Planning and Assistance (WIPA) projects
- State Vocational Rehabilitation (VR) agencies
- Employment Networks (ENs), including Workforce ENs



# **Working with your State VR agency or an EN**



# Finding the Right Service Provider for You

- Once you have a list of service providers from the Ticket to Work Help Line or Find Help tool, this worksheet may help you through the process of calling, emailing or visiting an EN or VR agency to find one that is right for you
- This worksheet suggests questions to ask which may help you make a decision to assign your Ticket
- Download the worksheet at:  
<http://bit.ly/finding-EN>

**Finding an EN and Assigning Your Ticket Worksheet**

Did you receive a list of service providers from the Ticket to Work Help Line or the Choose Work website? If not, this worksheet may help you call, email, or visit Employment Networks (EN) to find one that is right for you. This worksheet gives you a list of questions to ask and space to write your answers, which may help you with your decision to assign your Ticket.

The list of service providers that you received may also list your local Vocational Rehabilitation (VR) Agency and Protection and Advocacy for Beneficiaries of Social Security (PABSS). A Work Incentive Planning and Assistance (WIPA) project may also be listed along with Employment Networks (EN) that serve your area. See the glossary on the back of this sheet to learn more about these providers, also known as your employment team.

Take the time you need to feel confident about the choice you are making. Before you assign your Ticket, make sure you understand the changes that working will have on your benefits. To learn how work can affect your Social Security disability benefits, housing assistance and Medicaid or Medicare, talk to an EN that offers benefits counseling services or contact a WIPA project. Benefits counseling can help you understand the rewards and risks that go with employment.

It may be helpful to talk to several prospective ENs about your employment goals, work history and other needs before you assign your Ticket.

It's time to get started. Keep this worksheet handy to help you remember the details of your conversations as you make your decision.

**Name of Employment Network:** \_\_\_\_\_

Phone Number: \_\_\_\_\_ Website: \_\_\_\_\_

Email: \_\_\_\_\_ Hours of Operation: \_\_\_\_\_

How did you contact the EN? (Select One) ☐ Email ☐ In Person ☐ Phone

Name of Person who Assisted You: \_\_\_\_\_

Does the EN offer guidance on participating in the Ticket program? (Check the EN which services they offer and check all that apply. A glossary of these terms is included on the back of this sheet.)

<input type="checkbox"/> Case Management	<input type="checkbox"/> Job Training	<input type="checkbox"/> Job Placement
<input type="checkbox"/> Benefits Counseling	<input type="checkbox"/> Employment Support	<input type="checkbox"/> Pre-Employment Support
<input type="checkbox"/> Career Counseling	<input type="checkbox"/> Job Accommodation	



# Questions to Ask a Service Provider That You Are Considering

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

- Do you serve others who have the same disability I have or a similar one?
- What types of jobs have you found for other people with similar experience/skill sets?
- Do you work with clients in-person or virtually?
- What happens after I assign my Ticket?



# What Services Do You Need to Achieve Your Work Goals?

As you meet with prospective service providers, be sure to talk about:

- The 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:

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



# 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:

- Identify your work goals
  - Create a plan to achieve your goals and set a timeline
  - Help you complete the steps along your path
  - Understand your responsibility for reporting work and earnings
- Follow your plan

# Your Road Map: Work Plans (Slide1 of 2)

Part of the path to financial independence through work is a **Work Plan**. You'll work with your service provider to develop your plan, which will include:

- Career Planning that identifies short- and long-term goals and the amount of earnings you expect to make when you start working and when your plan ends
- Specific supports and services that you will receive
- An agreement that you sign saying that you'll follow the plan and make timely progress toward your goals.
- Your service provider will also sign, agreeing to provide the supports identified in the plan

# Your Road Map: Work Plans (Slide 2 of 2)

Learn more about work plans in the Ticket to Work fact sheet: Planning Your Employment Goals with the Ticket to Work Program.

<http://bit.ly/TickettoWorkFactSheet>



# **Additional Resources**



# Choosing the Right EN for You

- If you're looking for an EN to get started on your path to financial independence through work, our Choosing the Right Employment Network for You fact sheet can help!
- Use this resource to find:
  - Questions that can help you choose a service provider
  - An explanation of the process and what to expect
- Download the worksheet at: <http://bit.ly/right-EN>



# Get Updates!

- Want to learn more about our monthly WISE webinars? Subscribe to find out our topics each month and be the first to register:  
<http://bit.ly/WISEsubscribe>
- Interested in learning more about the Ticket program, employment service providers, and other topics? Subscribe to the Choose Work blog to get our weekly updates sent directly to your inbox:  
[http://bit.ly/CW\\_subscribe](http://bit.ly/CW_subscribe)



# Walter's Story (Slide 1 of 2)

- Walter's goals included working at a local university
- With help from his Ticket program service provider he:
  - Developed the soft skills he needed
  - Gained career experience
  - Landed the job he always wanted
  - Became the first person in his family to own a home!



## Walter's Story (Slide 2 of 2)

“For me, work is not all about the paycheck,” he says. “It's about the other things that go with the job. I like being part of the Cornell community ... everyone is so nice. The surroundings are beautiful, and I've met people from many different cultures too. Now, I get to go to work every day in a place where I'm comfortable ... where I can be myself.”

**Walter**

*A Ticket to Work Success Story*



<http://bit.ly/walter-success>

# Questions?



# How to Get Started

Social Security's Ticket to Work program has a variety of service providers and other resources ready to help you get started!

## Call the Ticket to Work Help Line:

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

Visit: [choosework.ssa.gov](https://choosework.ssa.gov)

## Connect:

Visit [choosework.ssa.gov/contact](https://choosework.ssa.gov/contact) to find us on social media and subscribe to blog and email updates!



# Join Us for Our Next WISE Webinar!



**Ticket to Work and Employment Supports for Veterans**

**Date: Wednesday, November 20, 2019**

**Time: 3 – 4:30 PM ET**

**Register online: [choosework.ssa.gov/wise](https://choosework.ssa.gov/wise)**  
**or call 1-866-968-7842 or 1-866-833-2967 (TTY)**

# Tell Us What You Think!

Please remember to take our webinar survey!

A link will pop up after the webinar, or visit:  
[choosework.ssa.gov/surveys/wise.](https://choosework.ssa.gov/surveys/wise)

