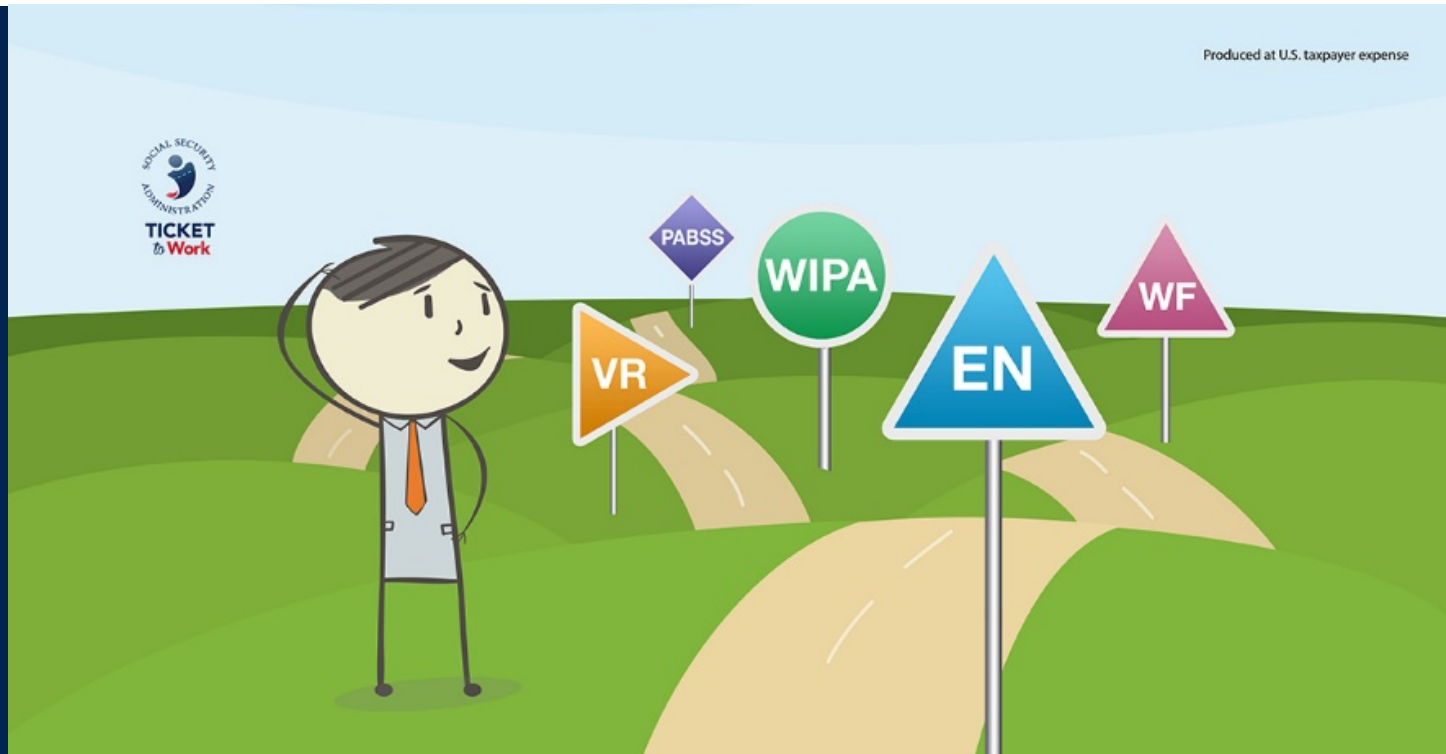


# Choosing a Service Provider That's Right for You!

**Date:**  
Wednesday,  
February 26,  
2020

**Time:**  
3 – 4:30 PM ET

Produced at U.S. taxpayer expense



Produced at U.S. taxpayer expense.

# 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 blue header bar contains the text "Meeting" and icons for audio, video, and help. Below this, the main content area shows a presentation slide titled "Choosing a Service Provider That's Right for You!". The slide features the "TICKET to Work" logo, the text "Helping You Today So You Succeed Tomorrow", and a cartoon character standing on a path with various signs labeled "VR", "WIPA", "EN", and "WF". The slide also includes the date "Wednesday, February 26, 2020" and the time "3 - 4:30 PM ET".

Below the main content area, there is a "Captioning Pod" section with a text input field and a "No Captions" button. At the bottom of the interface, there are navigation buttons (back, forward, search) and a status bar indicating "Waiting for Captions".

On the right side of the interface, there is a "Q & A" section and a "Web Links" section. The "Web Links" section lists several resources:

- Accessible PDF Presentation
- Accessible Text-Only Presentation
- ASL User Guide
- Adobe Accessibility User Guide
- Closed Captioning
- WISE Webinar Archives
- Section 1619(b)
- Partnership Plus Fact Sheet
- Timely Progress Review (TPR)
- Choose Work Website
- Social Security's Red Book

At the bottom of the "Web Links" section, 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 Presenter. 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>

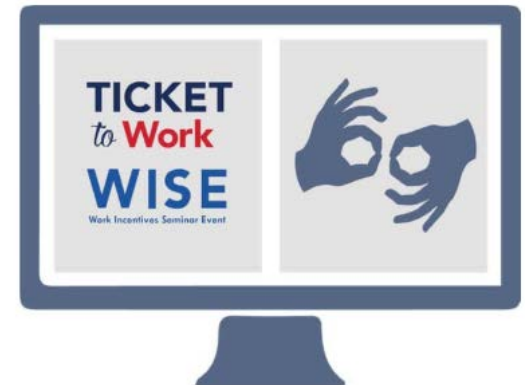
# Captioning

- 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-feb2020>



# American Sign Language (ASL)

- If you're fluent in **ASL** and would like support during today's webinar, follow the link below that provides instructions to connect with an interpreter through the Federal Communications Commission (FCC) Video Relay Service (VRS)
- ASL User Guide:  
<http://bit.ly/ASL-guide>



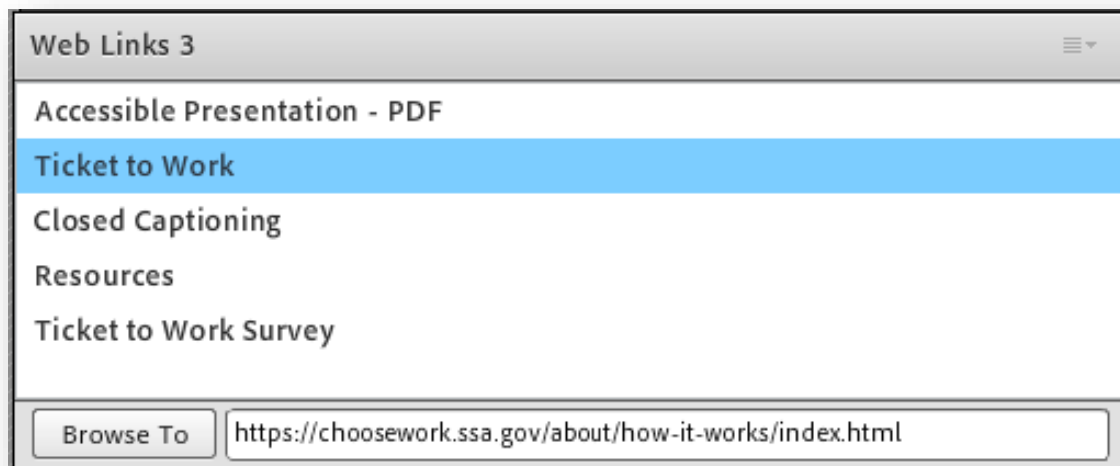
# Questions and Answers (Q&A)

- 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)



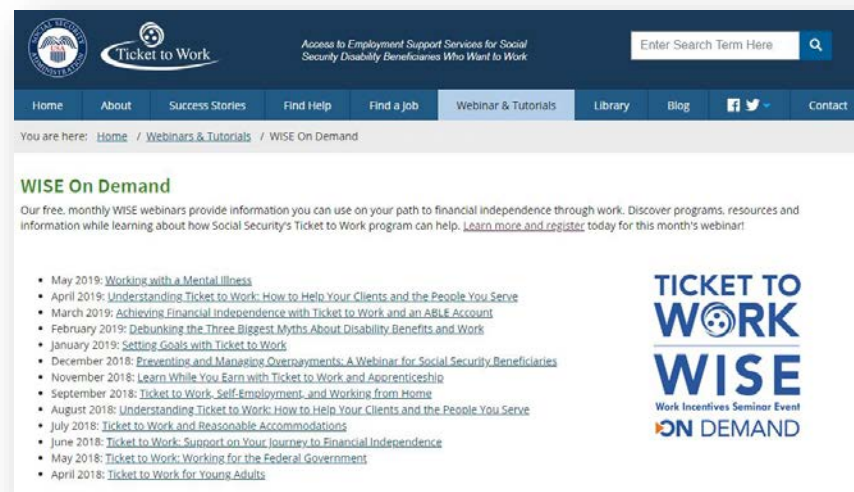
# Webinar Online Resources

- 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: Raymond A. Cebula, III, J.D., Cornell University

# 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:

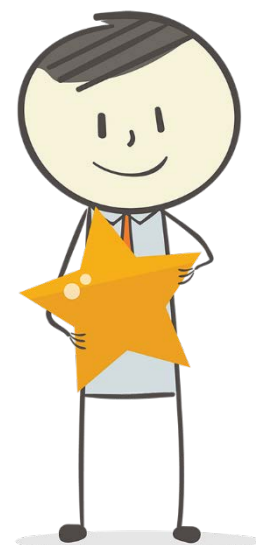
- Social Security's Ticket program
- Establishing work goals
- Identifying your employment team
- Benefits counseling
- Choosing the right service provider



# 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**



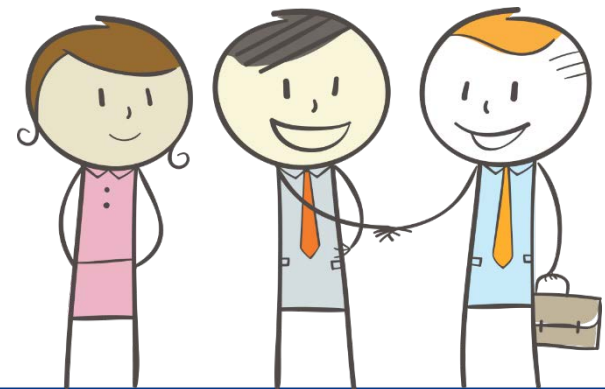
# Social Security Disability Benefits Program



**Social Security Disability Insurance (SSDI)**



**Supplemental Security Income (SSI)**



# Starting the Journey

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



# Why Ticket to Work?

- Earning a living through employment is not something everyone can do, but it may be **right for you**. Once people understand the many **free services and supports** available to them, they often 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.



# What Is the Ticket to Work Program? (Slide 1 of 2)

## 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 and want to work



# What Is the Ticket to Work Program? (Slide 2 of 2)

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



# 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:

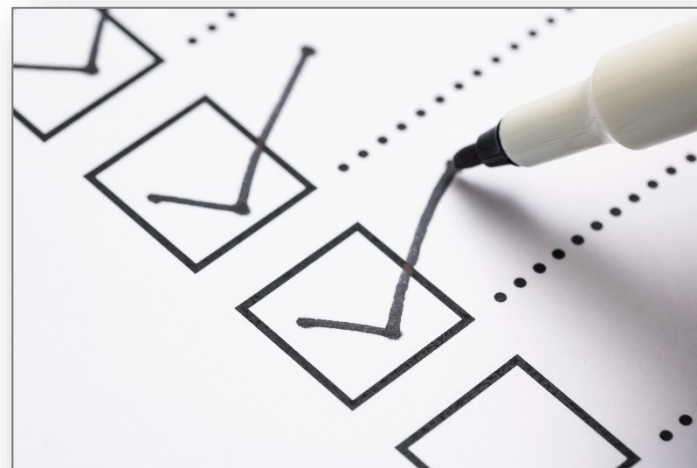
- What are my **long-term** career goals?
- **Where** do I want to work? At home? In an office? Outdoors?
- Do I want to be **self-employed** or **work for someone else**?



# 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 (EN)
- 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
- 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 can 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 can 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 and visually impaired.



# What Is Partnership Plus?

Partnership Plus is an agreement that allows State VR agencies to 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



[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, Medicare or Medicaid, and other public benefits
- Help you understand **Social Security 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 help 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 college classes, training courses, licensing programs, and workplace
- 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?





# Working With Your Service Providers



# 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 service providers you're considering?
- **Do you know anyone** who has worked with 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
- **Complete the steps** along your path
- **Understand** your responsibility for reporting work and earnings
- **Follow** your plan

# 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>



# Need Help Finding a Job?

- Check out our new **Find A Job** page!
- Get started on your job search and connect with a Ticket program service provider along the way!
- Connect with resources that can help you advance your employment journey.



[choosework.ssa.gov/  
find-a-job/index.html](https://choosework.ssa.gov/find-a-job/index.html)



# 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)



# 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**

**WISE**  
Work Incentive Seminar Event

**Ticket to Work: Exploring Your Career Options**

**Date: Wednesday, March 25, 2020**

**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!

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[choosework.ssa.gov/surveys/wise.](https://choosework.ssa.gov/surveys/wise)

