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So You Succeed Tomorrow



Understanding Ticket to Work: How to Help Your Clients and the People You Serve

Date:
Wednesday,
September 30,
2020

Time:
3 – 4:30 PM ET



Photo by Peter Wolfanger

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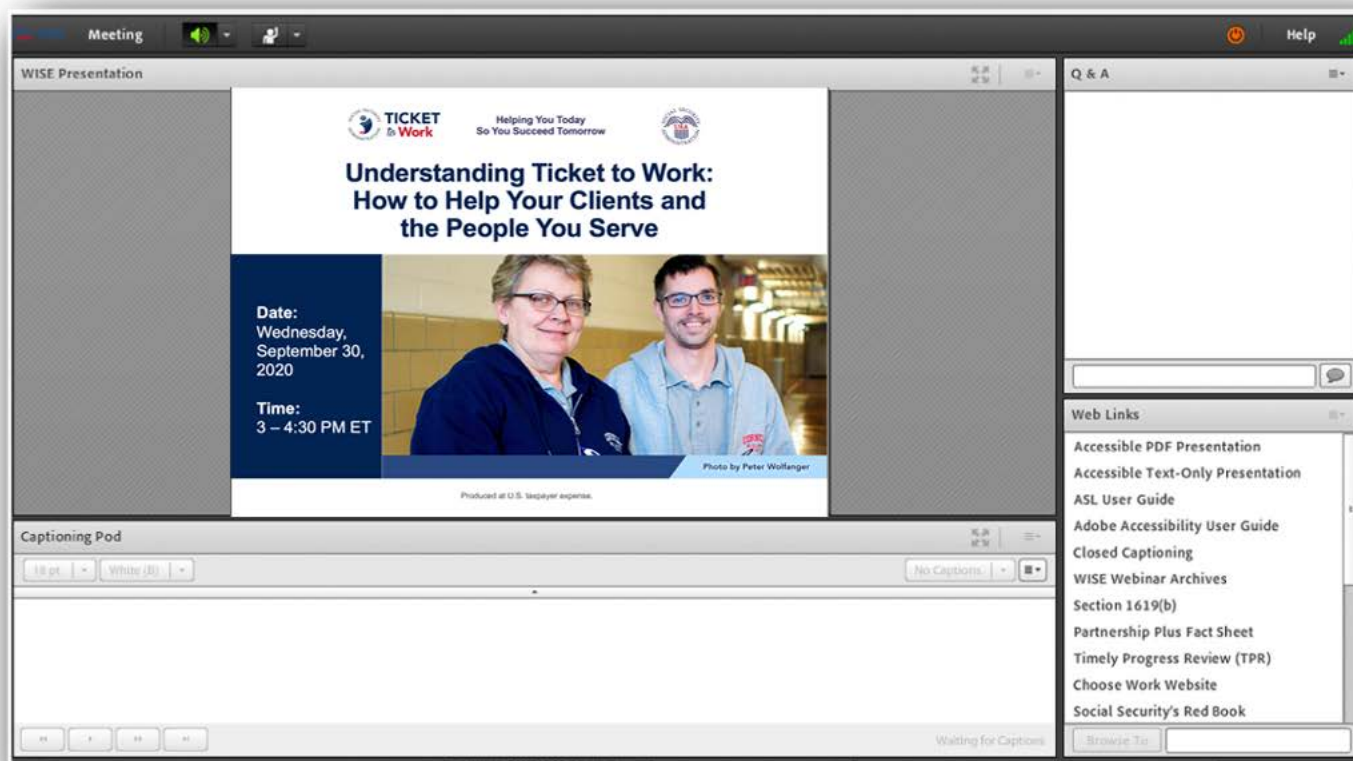
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Adobe Connect Accessibility User Guide

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CTRL + M	Toggle Microphone on (locked) or off.
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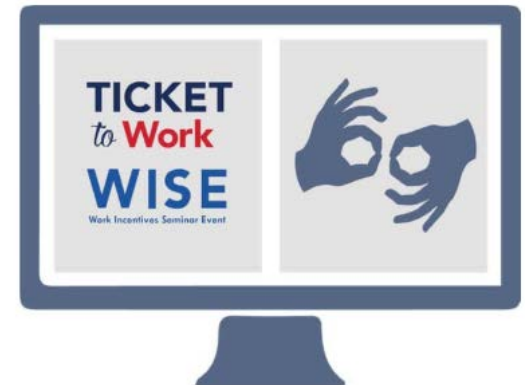
<http://bit.ly/adobe-accessibility>

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- Real-time captioning is provided during this webinar
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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>



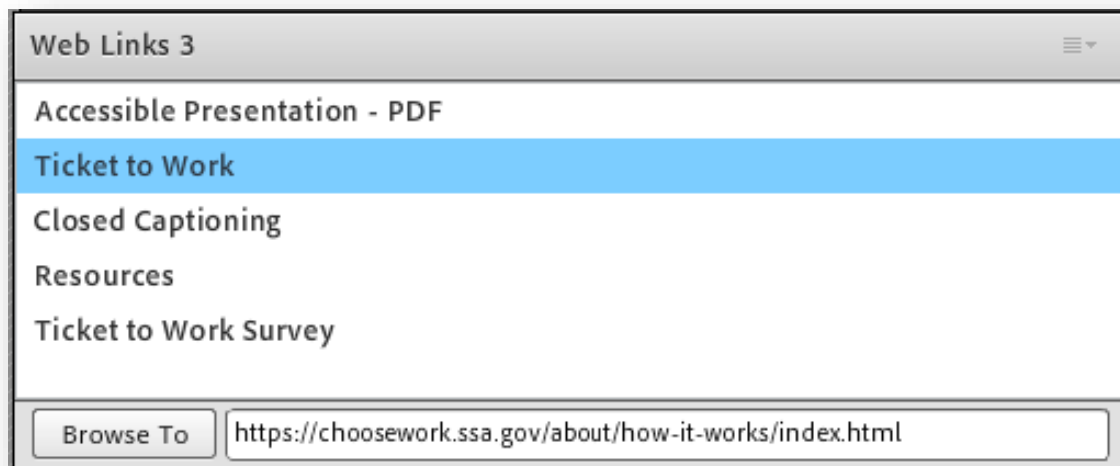
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- For Q&A: Please use the **Q&A pod** to submit any questions you have during the webinar, and we will direct the questions accordingly during the Q&A portion
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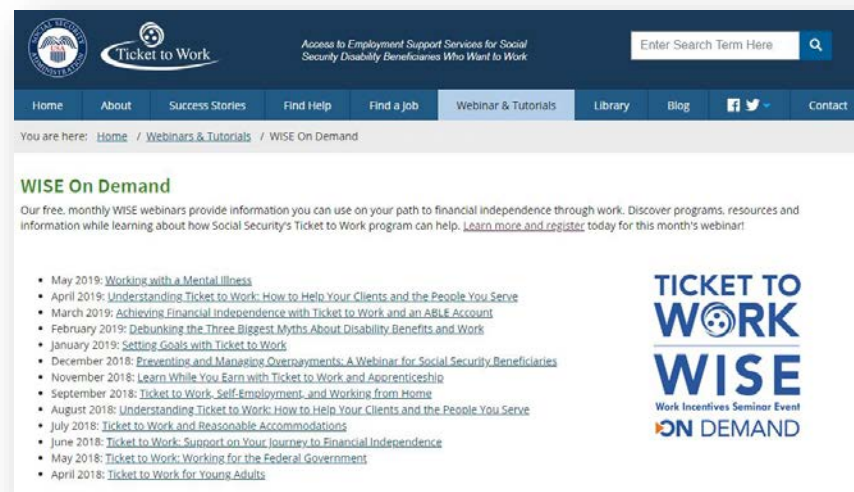
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- Please use the **Web Links pod** to find the resources presented during today's webinar
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Archived Events

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.



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Presenters

Welcome and Introductions

Moderator: Sarah Hyland, WISE Moderator

Presenter: Raymond A. Cebula, III, J.D., Cornell University
Jayme Pendergraft, Ticket Program Manager

Welcome!

Thank you for joining us! Today, we'll help you:

- Understand Social Security's Ticket Program and other Work Incentives
- Learn about Ticket Program Service Providers
- Find out how to spread the word about Ticket to Work
- Learn how to become an Employment Network



Social Security Disability Benefits



Social Security Disability Benefits Program



Social Security Disability Insurance (SSDI)



Supplemental Security Income (SSI)



Ticket to Work



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 and want to work



How It Works

Within the Ticket to Work community, Social Security disability beneficiaries who are eligible for the Ticket Program are often called **Ticketholders**. Ticketholders can:

- “Assign” their Ticket to an employment service provider
- Collaborate with their service provider to create a plan for employment that describes services and supports needed to meet their work goals
- Find work and reduce (and when possible, eliminate) their reliance on Social Security disability benefits by replacing them with earnings from work
- Over time, earn more, save more, and gain greater financial stability and security

Social Security Work Incentives



Social Security Work Incentives

Offering more than 20 Work Incentives, Social Security makes it easier for disability beneficiaries to work and be eligible to receive Social Security benefits, including medical benefits as they explore and transition to work.

Learn more about Work Incentives:

- Choose Work's website:
<https://bit.ly/work-incentives>
- Social Security's Red Book:
<http://www.ssa.gov/redbook>
- Choose Work Blog:
<http://bit.ly/choosework-blog>



Work Incentives: Expedited Reinstatement

(Slide 1 of 2)

Expedited Reinstatement (EXR) offers a safety net/fast track to benefits reinstatement if beneficiaries are no longer entitled to SSI and SSDI benefits due work and earnings.

Beneficiaries may make the request **within 5 years** from the month that their benefits stopped due to work and earnings.

- While Social Security reviews a beneficiaries' reinstatement requests, beneficiaries are:
 - Eligible to receive **temporary benefits** for up to 6 months
 - Eligible for **Medicare** or **Medicaid** or both



Work Incentives: Expedited Reinstatement

(Slide 2 of 2)

To qualify, in the month that beneficiaries file for EXR, beneficiaries must:

- Have been **previously eligible** for SSI or SSDI
- **Be or become unable to work** at a level that Social Security considers “substantial gainful activity” or SGA
 - This must be due to their medical condition
 - Their medical impairment is the same as before or is related to it



Work Incentives: Subsidies and Special Conditions (Slide 1 of 3)

Social Security uses only earnings that represent the real value of work that beneficiaries perform to decide if the work performed by a beneficiary is SGA.



Work Incentives: Subsidies and Special Conditions (Slide 2 of 3)

Subsidies are supports provided by a beneficiary's employer that may result in them receiving more pay than the salary or wage for their job.

Special conditions refers to supports and on-the-job assistance provided by an employer or another organization such as a State Vocational Rehabilitation (VR) agency. Because of the supports, a beneficiary may receive more pay than their salary or wage for their job.

Subsidies or special conditions do not affect SSI payments.

Work Incentives: Subsidies and Special Conditions (Slide 3 of 3)

A subsidy or special condition may exist if a beneficiary:

- Receives more supervision than other workers doing the same or similar job for the same pay; or
- Has fewer or simpler tasks to complete than other workers doing the same job for the same pay; or
- Is given additional or longer paid breaks than other workers doing the same job for the same pay; or
- Has a job coach or mentor who helps them perform some of their work

The advantage of using these work incentives is that less of the beneficiary's earnings may be counted by Social Security.

Ticket Program Service Providers



Ticket to Work Service Providers Introduction

The Ticket Program provides beneficiaries 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 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**



Supports and Services That May Be Provided

- Career **planning** or **counseling**
- Job **search** assistance
- Special programs for **veterans** and **youth** in transition
- **Ongoing** employment **support**
- Assistance with **job accommodations**
- Benefits and Work Incentives **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 beneficiaries with:

- **Vocational rehabilitation**
- **Training and education**

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



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 benefits including SSDI, SSI, Medicare or Medicaid, and other public benefits
- Work with beneficiaries who:
 - Are currently **working** or **self-employed**
 - Have a job offer **pending**
 - Are actively **interviewing** for jobs
 - Had an interview in the past 30 days or 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)

PABSS organizations provide **free legal assistance** to Social Security disability beneficiaries who have disability-related employment issues.

- PABSS organizations and advocates provide:
 - **Legal support**
 - **Advocacy**
 - Information to help beneficiaries **resolve employment-related concerns** with employers, Social Security, ENs, State VR agencies, WIPA projects, or others



Find Help Tool

- Allows users to search for service providers
choosework.ssa.gov/findhelp
- Provides a directory of all Ticket program service providers, including:
 - State Vocational Rehabilitation (VR) Agencies
 - Employment Networks (EN)
 - Work Incentives Planning and Assistance (WIPA) Projects
 - Protection and Advocacy for Beneficiaries of Social Security (PABSS) Organizations



Choosing a Service Provider

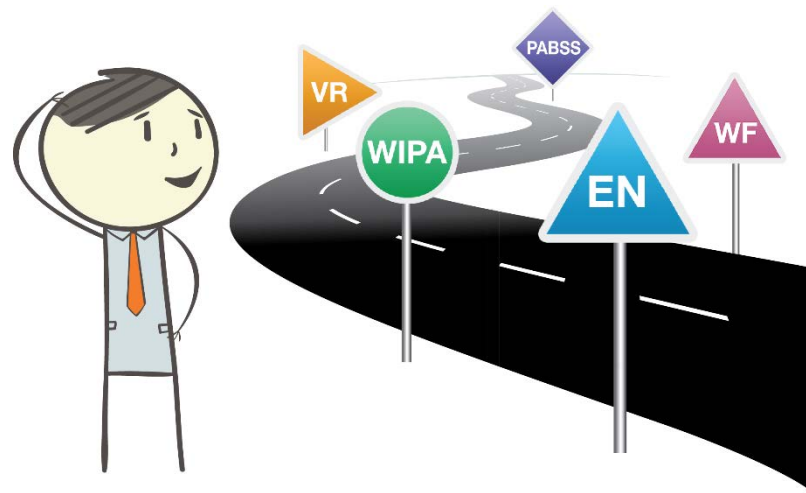
Many of the people you serve may be interested in connecting with a service provider. You can provide these resources to help them decide:

- Finding an EN

<http://bit.ly/finding-an-EN>

- Choosing the Right EN

<https://bit.ly/choosing-EN>



Questions?



Spread the Word About Ticket to Work



The Choose Work Website



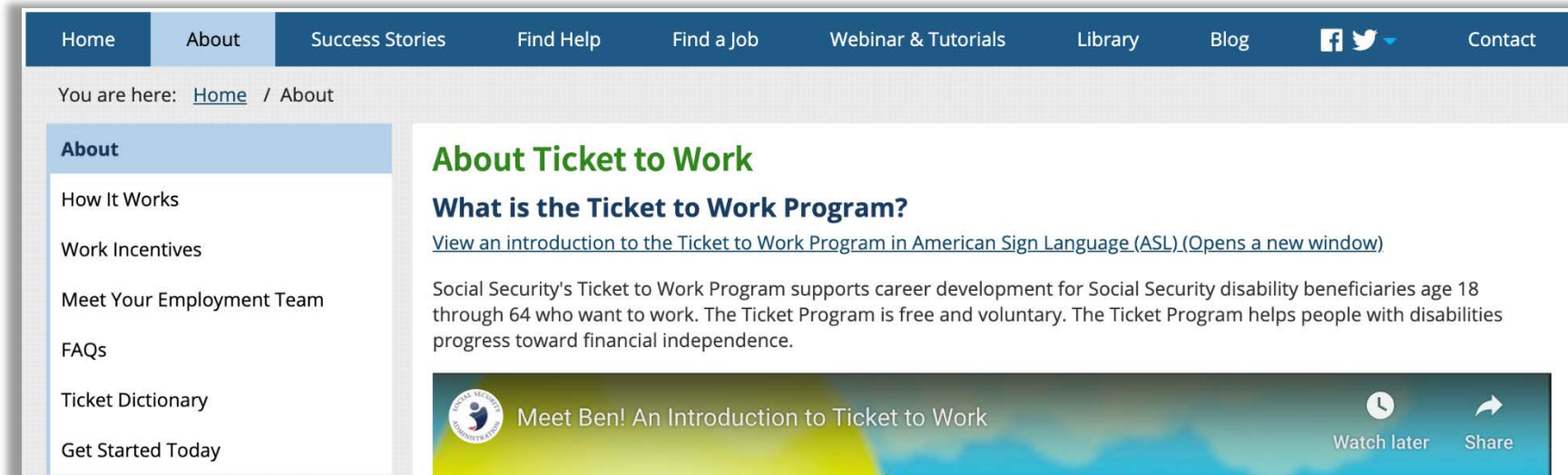
Visit choosework.ssa.gov to find:

- Blog posts
- Success stories
- WISE webinars
- Resources and information

Share Information on Your Website

Do you have an employment section on your website?

Link to the Choose Work website from your site to direct eligible beneficiaries to the information and resources they're looking for.



The screenshot displays the 'About' page of the Choose Work website. The top navigation bar includes links for Home, About, Success Stories, Find Help, Find a Job, Webinar & Tutorials, Library, Blog, and Contact, along with social media icons for Facebook and Twitter. A breadcrumb trail indicates the user is on the 'About' page. The left sidebar lists various topics: About, How It Works, Work Incentives, Meet Your Employment Team, FAQs, Ticket Dictionary, and Get Started Today. The main content area features the heading 'About Ticket to Work' and a subheading 'What is the Ticket to Work Program?'. Below this, there is a link to 'View an introduction to the Ticket to Work Program in American Sign Language (ASL)' with a note that it opens a new window. The text describes the program as a free and voluntary career development support for Social Security disability beneficiaries aged 18 to 64. At the bottom, there is a video player titled 'Meet Ben! An Introduction to Ticket to Work' with 'Watch later' and 'Share' buttons.

Home About Success Stories Find Help Find a Job Webinar & Tutorials Library Blog Contact

You are here: [Home](#) / [About](#)

About


- How It Works
- Work Incentives
- Meet Your Employment Team
- FAQs
- Ticket Dictionary
- Get Started Today

About Ticket to Work

What is the Ticket to Work Program?

[View an introduction to the Ticket to Work Program in American Sign Language \(ASL\)](#) (Opens a new window)

Social Security's Ticket to Work Program supports career development for Social Security disability beneficiaries age 18 through 64 who want to work. The Ticket Program is free and voluntary. The Ticket Program helps people with disabilities progress toward financial independence.

 Meet Ben! An Introduction to Ticket to Work

Watch later Share

Work Incentives Seminar Events (WISE)

- WISE webinars are **free** educational online sessions held monthly for beneficiaries, service providers, and community partners
- Share WISE webinar details with your social media or newsletter audience
- Attend the webinars to discover resources available for the people you serve
- Subscribe to get updates: <http://bit.ly/WISEsubscribe>

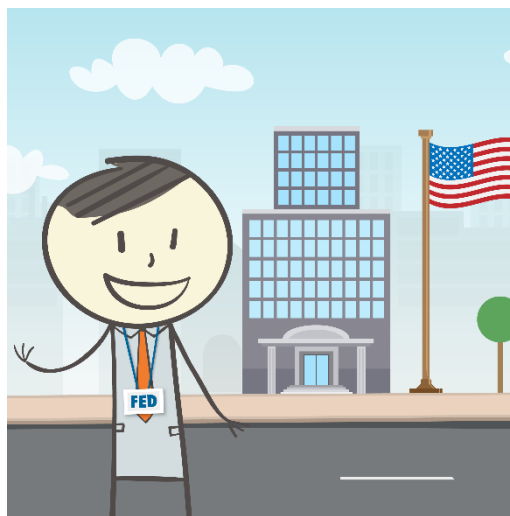
TICKET
to **Work**

WISE
Work Incentive Seminar Event

WISE Webinars Anytime

The WISE webinar archives offer access to information and resources on demand:

<http://bit.ly/WISEOnDemand>



Choose Work! Blog

Weekly posts share information and advice about looking for work, Social Security Work Incentives, transitioning to work, and financial independence.

- Subscribe to receive new blog posts directly to your inbox:

<http://bit.ly/SubscribeCW>

- Share blog posts with your email and social media audiences
- Volunteer to be a guest blogger by emailing:

socialmedia@choosework.ssa.gov



Success Stories

(Slide 1 of 2)

- Ticket to Work Success Stories are **real stories** about actual Social Security disability beneficiaries
- Share on social media or in your newsletter to show positive outcomes from the Ticket program



<https://bit.ly/ticket-stories>

Success Stories

(Slide 2 of 2)

- If you've worked with a Ticketholder who has achieved financial independence through work, submit the details of their story and how you helped them on their path
 - All success stories are reviewed and approved by Social Security. If selected, the Ticket Program Manager will work with you to develop the story for publication.
 - Submit your stories at:
stories@choosework.ssa.gov



Frequently Asked Questions and Fact Sheets

Choose Work publishes resources to help beneficiaries learn about aspects of the Ticket Program and other Work Incentives, including:

- Benefits Counseling and the Path to Employment
- Presenting Your Best Self to Employers
- Ticket to Work for America's Veterans



choosework.ssa.gov/library/index.html

Social Media



Connect With Us on Social Media!



www.facebook.com/choosework

www.twitter.com/chooseworkssa

www.youtube.com/choosework

www.linkedin.com/company/ticket-to-work

Social Media

Our Facebook and Twitter profiles feature Ticket Program updates and information, as well as resources from other organizations that may help the people you work with.



Get Social

- Like and share posts from Choose Work's social media accounts
- Share resources from the Choose Work website
- Suggest disability employment and related content or guest blog ideas via email:
socialmedia@choosework.ssa.gov

Thinking about a Career Change?

Aug 19, 2020

Often, people who leave the workforce due to a disability find that they no longer can perform the job or work in the career they once had. But what if they still want to work? For some people, depending on the nature of their disability, choosing a different career path is the answer. Today, we're talking about steps you can take if you're thinking about a career change and showcasing two individuals who've done just that with help from the Ticket to Work (Ticket) Program.



Where do I start?

Changing careers, even when the new career may be in the same industry in which you previously worked, starts with self-assessment. You'll want to consider your own interests, values, aptitude and personality. What do you do that you most enjoy? Do you like to work independently or with others? What skills or talents do you have? Are there skills you gained from your previous employment that are transferable to a new occupation? Career counselors often review these and other factors with you to help guide your next steps in the process, but there are also [free self-assessment tools](#) that you can take.

What else do I need to consider?

After the self-assessment, you may have identified some occupations that you think you'd enjoy and be good at. However, there are a few other factors you'll probably need to take into account. Will you need some additional education or training? If so, are you aware of resources to help you pursue it? What's your timeline to make the jump to a new career? Do you have financial responsibilities that will determine your salary requirements? Will you need flexibility in terms of hours of work or job location? These are all factors that can help you narrow your choices.

How do I learn about possible careers?

Next, you'll want to do some research into the occupations that you've identified. For example, you'll want to know whether the occupation is expected to grow, what the average salary is and what education or training is required. One comprehensive source for this type of information is the U.S. Bureau of Labor Statistics. This government agency publishes the [Occupational Outlook Handbook](#), which provides data on hundreds of occupations, including typical duties, work environment, education and training needed, median pay for workers, and the job outlook over the coming decade for that occupation.

[Marty](#) was a contractor and carpenter. Reflecting on his situation when he lost an arm to cancer, he said, "I had been making my living with my hands before; and basically, I guess I had to reinvent myself." With support from a Ticket Program service provider, Marty is now Lead Estimator and Project Manager at a company where he manages multiple building and restoration projects.

Join the Team: Become an Employment Network



More About Employment Networks (EN)

- An EN is an organization or group of organizations that provides, coordinates, and delivers employment, vocational rehabilitation, and other support services to assist Social Security disability beneficiaries to enter, maintain, and advance in employment
- ENs can be for-profit and non-profit organizations and service providers, state and local government agencies, or a group of providers working together as a single EN



Benefits of Becoming an EN

- The Ticket Program is an outcome-based program and can easily integrate into your existing business model
 - Payments are:
 - Based on a beneficiary achieving milestones and outcomes
 - Associated with work and earnings a beneficiary achieves after their ticket is assigned to an EN
- The program helps beneficiaries reduce reliance on Social Security benefits and become more financially independent through work
- Ticket payment revenue can be used at the EN's discretion

Learn More

Frequently Asked Questions:

<http://bit.ly/become-an-EN>

Qualifications for becoming an EN:

<http://bit.ly/EN-qualifications>

Download the Request for Application (RFA) at:

<https://www.ssa.gov/work/enrfa.html>

Questions about becoming an EN:

ENOperations@yourtickettowork.ssa.gov

Questions?





Get Updates

Subscribe to learn about the latest WISE webinar or find out when we have a new blog post available.

- To receive text messages from the Ticket program, text **TICKET** to **474747**. Standard messaging rates may apply. You may opt out at any time.
- Subscribe for WISE emails: <http://bit.ly/WISEsubscribe>
- Subscribe for Ticket Program updates: <http://bit.ly/SubscribeCW>

Connecting with Ticket to Work

Beneficiaries can connect with Ticket to Work to find information and resources in two ways:

- **Call the Ticket to Work Help Line**

Monday through Friday

8:00 AM – 8:00 PM ET

1-866-968-7842

1-866-833-2967 (TTY)

- **Visit Ticket to Work's Choose Work Website**

choosework.ssa.gov



Join Us for Our Next WISE Webinar!

TICKET
to **Work**

WISE
Work Incentive Seminar Event

Working from Home with Ticket to Work

Date: Wednesday, October 21, 2020

Time: 3 – 4:30 PM ET

Register online: 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)

