



Helping You Today
So You Succeed Tomorrow



Ticket to Work and Mental Health

Date:
Wednesday,
June 22, 2022

Time:
3 – 4:30 PM ET



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.**



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

Dial-out [Receive a call from the meeting]

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Dial-in to the Audio Conference via Phone

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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 an Adobe Connect meeting window. The main content area shows a presentation slide with the following elements:

- Logos for **TICKET to Work** and the **U.S. DEPARTMENT OF LABOR**.
- Slogan: **Helping You Today So You Succeed Tomorrow**
- Slide Title: **Ticket to Work and Mental Health**
- Event Details (on a dark blue background):
 - Date:** Wednesday, June 23, 2021
 - Time:** 3 – 4:30 PM ET
- Image: A person in a red shirt running on a path through a wooded area.
- Text at the bottom: **Produced at U.S. taxpayer expense.**

Below the slide is a **Captioning Pod** with a font size of 18 pt, white color, and a "No Captions" button. The status at the bottom right of the pod is "Waiting for Captions".

On the right side of the meeting window, there are two panels:

- Q & A**: An empty text input field and a speech bubble icon.
- Web Links**: A list of links including:
 - 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

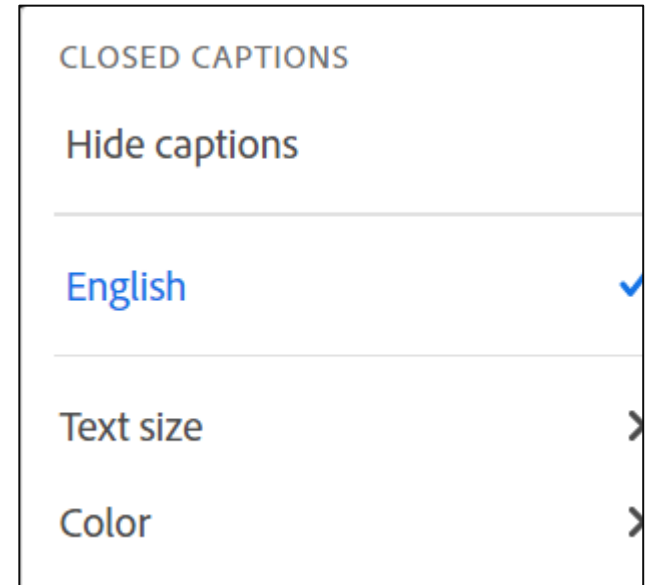
Adobe Connect Accessibility User Guide

Should you need assistance navigating Adobe Connect, use the [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.

Captioning

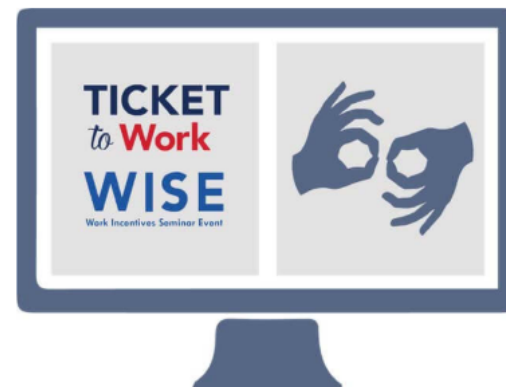
- Real-time captioning is provided during this webinar.
- The captions can be found in the **Captioning pod**, which appears below the slides.
- As a participant, you can show or hide the caption display, and you can change **text size** and choose **text color** combinations to best meet your vision requirements.



You can also access [captioning online](#).

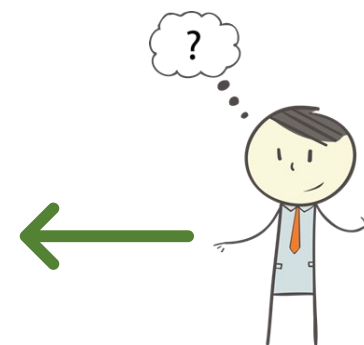
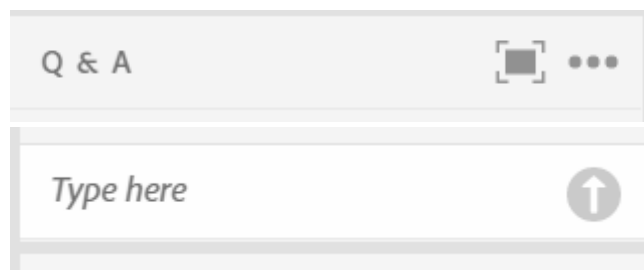
American Sign Language (ASL)

- 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).



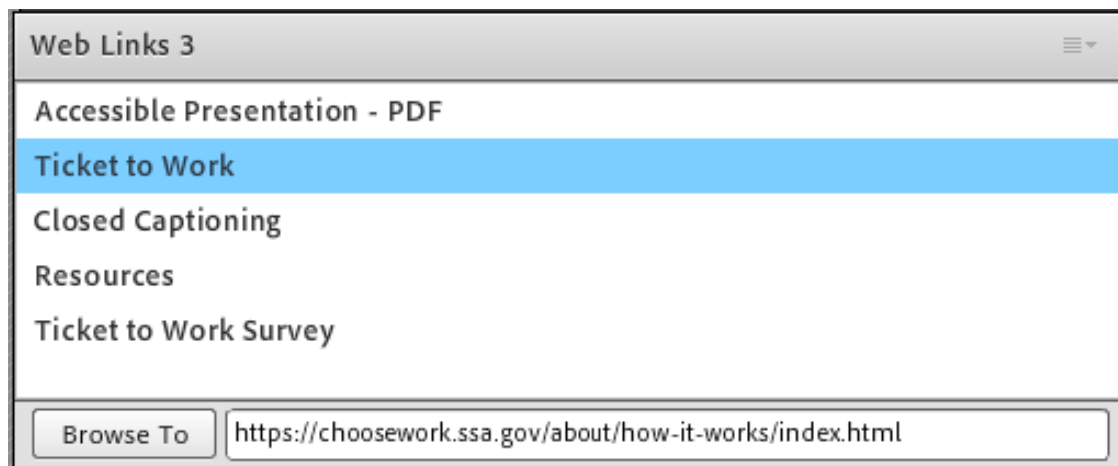
Questions and Answers (Q&A)

- 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 them to 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 for a list of available resources



Archived Events

Please note: This webinar is being recorded, and the archive will be available within 2 weeks through **WISE on Demand**.

The screenshot shows the Ticket to Work website interface. At the top left is the Social Security Administration logo and the 'TICKET to Work' logo. To the right is a search bar with the text 'Enter Search Term Here' and a magnifying glass icon. Below the search bar is a navigation menu with links for Home, About, Success Stories, Find Help, Find a Job, Webinar & Tutorials, Library, Blog, and Contact. The main content area is titled 'WISE On Demand' and includes a sub-header: 'Our free, monthly WISE webinars provide information you can use on your path to financial independence through work. Discover programs, resources and information while learning about how Social Security's Ticket to Work Program can help. [Learn more and register](#) today for this month's webinar!'. A list of webinar topics is provided, including 'December 2020: Ticket to Work and Mental Health', 'November 2020: Debunking the Three Biggest Myths about Disability Benefits and Work', 'October 2020: Working from Home with Ticket to Work', 'September 2020: Understanding Ticket to Work: How to Help Your Clients and the People You Serve', 'August 2020: Ticket to Work and the Path to Employment', 'July 2020: Reasonable Accommodations and the Path to Employment', 'June 2020: Ticket to Work and Mental Health', 'May 2020: Working from Home with Ticket to Work', 'April 2020: Support on Your Journey to Employment', 'March 2020: Expanding Your Job Search with Ticket to Work', 'February 2020: Choosing a Service Provider That's Right For You', and 'January 2020: Debunking the Three Biggest Myths About Disability Benefits and Work'. On the right side of the page is the 'TICKET to Work WISE ON DEMAND' logo.

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.



Presenters

Welcome and Introductions

Moderator: Derek Shields, 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
- Ticket Program Service Providers
- Managing Stress During a Job Search and on the Job





Ticket to Work Program: Support on Your Journey to Work

Social Security Disability Benefits Programs

SSDI

Social Security Disability Insurance (SSDI)

SSI

Supplemental Security Income (SSI)



Sign Up for a *my* Social Security Account Today

- Your personal *my* Social Security account through [Social Security](#) gives you secure access to information based on your earnings history and interactive tools tailored to you.
- With a *my* Social Security account, you can access your earnings history and benefits information, request a replacement Social Security card, get a proof of income letter, estimate and apply for benefits, and more.

How to create a *my* Social Security account



Securing today
and tomorrow

To create an account, you must:



Be at least 18
years of age



Have a Social
Security number



Have a valid U.S.
mailing address



Have an email
address

Starting the Journey

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



Why Choose 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.



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

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



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

The Ticket to Work Program 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

Learn more: [What is Social Security's Ticket to Work Program?](#)



Ticket to Work Help Line

Social Security's Ticket to Work Program offers a Help Line to support you on your journey to financial independence.

Call the Ticket to Work Help Line:

Monday – Friday 8:00 am – 8:00 pm ET

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



Ticket to Work Service Providers



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 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 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 or 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**.

- State 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
- If your state doesn't have a formal Partnership Plus agreement, you can still work with an EN after your VR case closes



[Partnership Plus Fact Sheet](#)

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 provided by 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 the [Find Help](#) page.
- 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)**
Monday – Friday, 8:00 a.m. – 8:00 p.m. ET



Questions?



Managing Stress During a Job Search and on the Job



What Is Mental Health?

- Mental health includes emotional, psychological and social well-being
- It affects how we think, feel and act
- It also helps determine how we handle stress, relate to others and make choices

Stress

Stress affects everyone and can affect your mood or even increase symptoms if you have a mental illness, especially:

- Anxiety
- Depression
- Post-traumatic stress disorder (PTSD)

Knowing potential signs of stress, like sleeplessness and a lack of focus, and **managing that stress** can reduce its negative effects.

Work Is More Than a Job

Working can give you a **sense of purpose**:

- **Setting goals**, such as earning a promotion or developing new skills, can motivate you and increase your self-esteem
- Working is a way of **investing in yourself and your future** while earning more income and gaining independence
- Check out the Ticket to Work Blog for:
 - [Job Searching with a Mental Condition](#)
 - [Identifying a Mental Health-Friendly Employer](#)



Tips for Managing Stress

If you're working or are looking for work, try these strategies:

- **Make a plan.** Breaking up tasks and creating to-do lists can make the process feel less overwhelming.
- **Take care of yourself.** Be mindful of your nutrition, medication and sleep schedules to help you feel your best.
- **Ask for help.** Things don't always go as planned but asking for support can help you stay on track and adapt to changes.

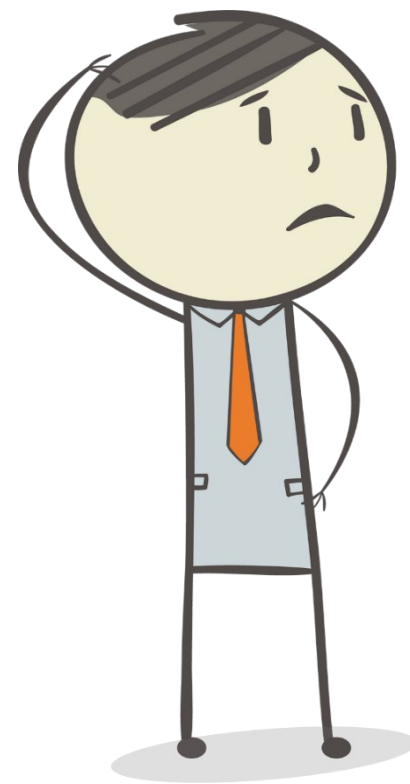
Learn more at the blog:
[Mental Health Month:
Managing Stress During
Your Job Search](#)

Managing Stress on the Job Search (Slide 1 of 2)

Staying organized can help you manage stress as you search for a job.

Here are 10 steps for staying on track:

1. Create a **dedicated space** and have your **important materials** close at hand.
2. Identify your **career goals**.
3. Create a **schedule**.
4. Set **daily goals**.
5. List and research companies that **align with your goals**.



Managing Stress on the Job Search (Slide 2 of 2)

Staying organized can help you manage stress as you search for a job.

Steps for staying on track (continued):

6. Make a list of **potential contacts**.
7. Apply for positions.
8. Track the jobs you apply for.
9. Set **weekly and monthly goals** to keep you on track and motivated.
10. Consult with an EN for additional support.

Reducing Stress at Work (Slide 1 of 2)

Ways to reduce stress at work:

- 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**



Reducing Stress at Work (Slide 2 of 2)

Modifications like these are sometimes called reasonable accommodations.

You can find information and confidential guidance on accommodations from the [Job Accommodation Network \(JAN\)](#).



Meet Hazel (Slide 1 of 2)

After experiencing sudden mood swings and difficulty controlling her emotions, Hazel was diagnosed with multiple conditions including Borderline Personality Disorder, Depression, Generalized Anxiety, Substance Use Disorder and Alcohol Use Disorder.

She entered a drug and alcohol treatment program and started receiving SSDI while focusing on her health.

Hazel began volunteer work but had concerns about how her disabilities may interfere with work after her earnings put a stop to her SSDI and Medicare.

Meet Hazel (Slide 2 of 2)

Ready and motivated to work again, Hazel connected with a Ticket Program Employment Network (EN).

The EN Benefits Counselor helped her:

- Understand how working would impact her benefits
- Learn about Work Incentives
- Transition to full-time work

[Hazel's Success Story](#)



Jason's Story (Slide 1 of 2)

- Diagnosed with Bipolar disorder as a teen, Jason looked for structure and productivity at a VR agency where he was introduced to the Ticket to Work Program.
- With help from his Ticket Program service provider, he received:
 - Career counseling
 - Education and training
 - Help with resume writing, interviews and job leads
 - Individualized Plan for Employment



[Jason's Success Story](#)

Jason's Story (Slide 2 of 2)

- Jason was offered a job at Region Five Services helping adults with developmental disabilities integrate into the community.
- Through Partnership Plus, Jason can continue accessing individualized employment services should he need them.

“I feel like I’m paying things forward. I had a support system that helped me, and I like providing support for others. I guess you never know what your dream job is going to be until you find it, and I really found mine! Ticket to Work worked for me.”

Jason, A Ticket to Work Success Story

How to Get Mental Health Help

- If you or someone you know has a mental illness, there are ways to find help
- Visit the [Substance Abuse and Mental Health Services Administration's \(SAMHSA\) National Help Line](#) to find resources for individuals and families facing mental and/or substance use disorders
- Call 1-800-662-HELP (4357) or 1-800-487-4889 (TTY)

NATIONAL **HELP** LINE 

Questions?



Get Updates!

- Want to learn more about our monthly **WISE webinars**?
Subscribe to [email and text message updates](#) to find out our topics each month and be the first to register.
- 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.



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:

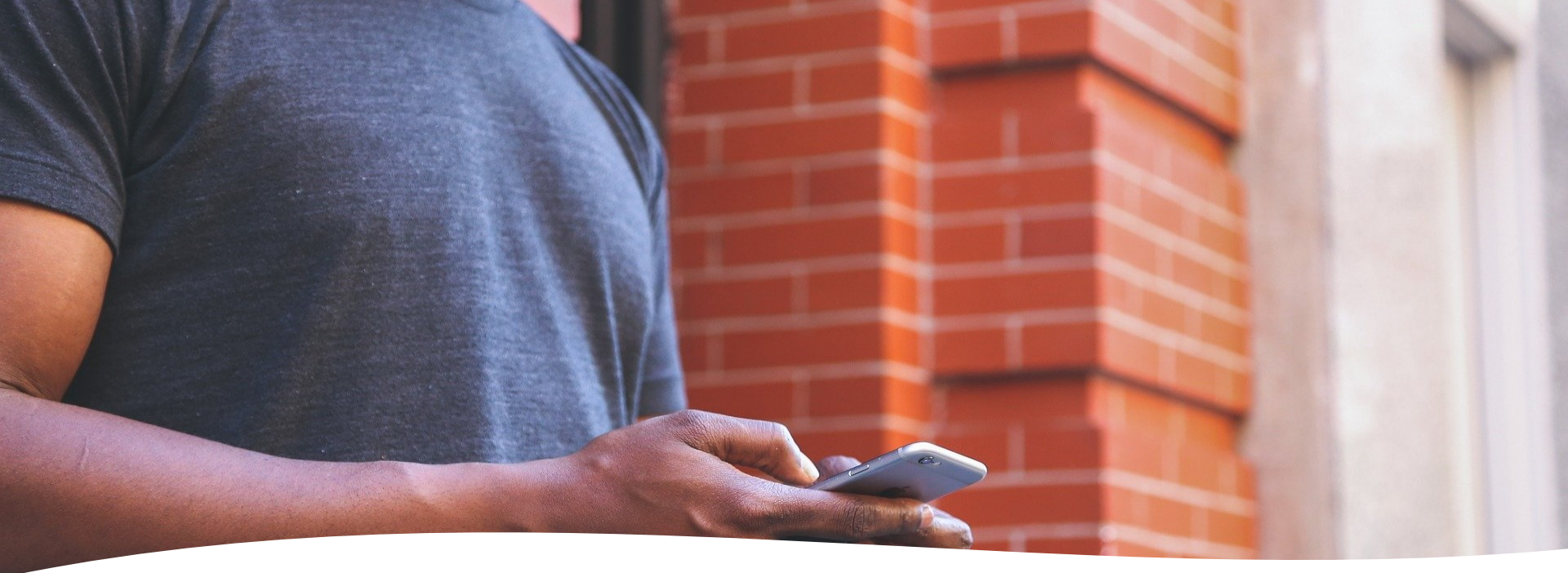
- 1-866-968-7842
- 1-866-833-2967 (TTY)

Visit: choosework.ssa.gov

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

- Get advice and encouragement and read stories about people who achieved financial independence with help from the Ticket to Work Program.
- If you're interested in receiving text messages from the Ticket Program, please text **TICKET** to **474747**. Standard messaging rates may apply.

Ticket to Work Mail

If you need to contact Social Security's Ticket to Work Program, managed by the Social Security Administration's Office of Employment Support, we ask that you do so **electronically** instead of by postal mail.

- Our email address is support@choosework.ssa.gov. Remember, **do not include personally identifiable information**, such as your Social Security number, date of birth or home address in your email!
- You may also contact the Ticket to Work Help Line at **1-866-968-7842** or **1-866-833-2967 (TTY)** Monday through Friday, 8 a.m. to 8 p.m. ET.



Join Us for Our Next WISE Webinar!

TICKET
to **Work**

WISE
Work Incentive Seminar Event

Reasonable Accommodations and the Path to Employment

Date: Wednesday, July 27, 2022

Time: 3 – 4:30 PM ET

Register online

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



Affordable Connectivity Program

*Helping Households Get
Access to Broadband*

Affordable Connectivity Program

- A Federal Communications Commission benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more.
- Provides eligible households with a discount on broadband service and connected devices.
- Provides a discount of up to \$30 per month toward the internet for eligible households and up to \$75 per month for homes on qualifying Tribal lands.

**Find out if you're eligible and how to apply for the
[Affordable Connectivity Program.](#)**

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