

Reasonable Accommodations and the Path to Employment

Date:
Wednesday,
July 27, 2022

Time:
3 – 4:30 PM ET



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Webinar Accessibility



Adobe Connect Platform



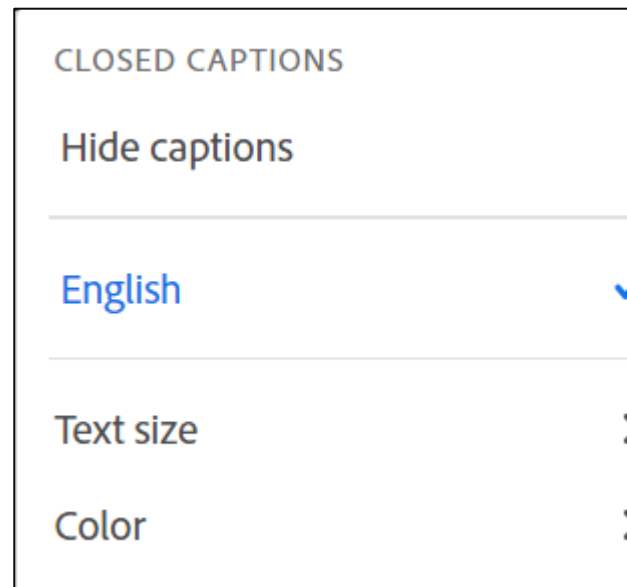
Adobe Connect Accessibility User Guide

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New Keyboard Shortcuts	
CTRL + M	Toggle Microphone on (locked) or off.
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CTRL + \	End Meeting. Brings up the End Meeting Dialog.
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CTRL + SPACE	Opens up left most menu for keyboard navigation.

Captioning

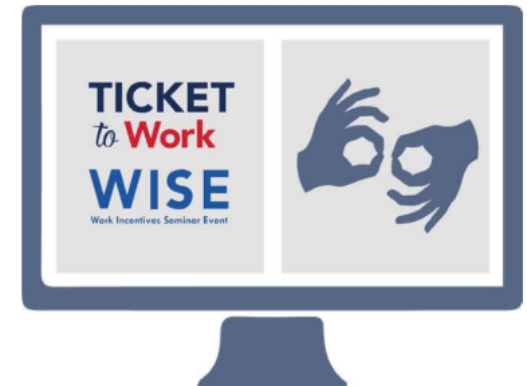
- Real-time captioning is provided during this webinar
- The captions can be found in the **Captioning pod**, which appears below the slides
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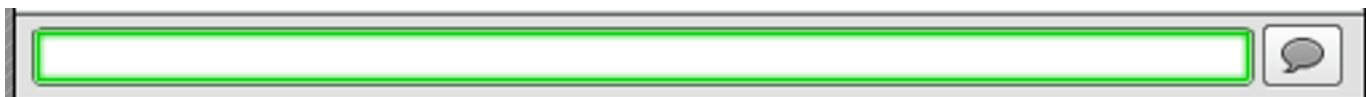
American Sign Language (ASL)

- 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).



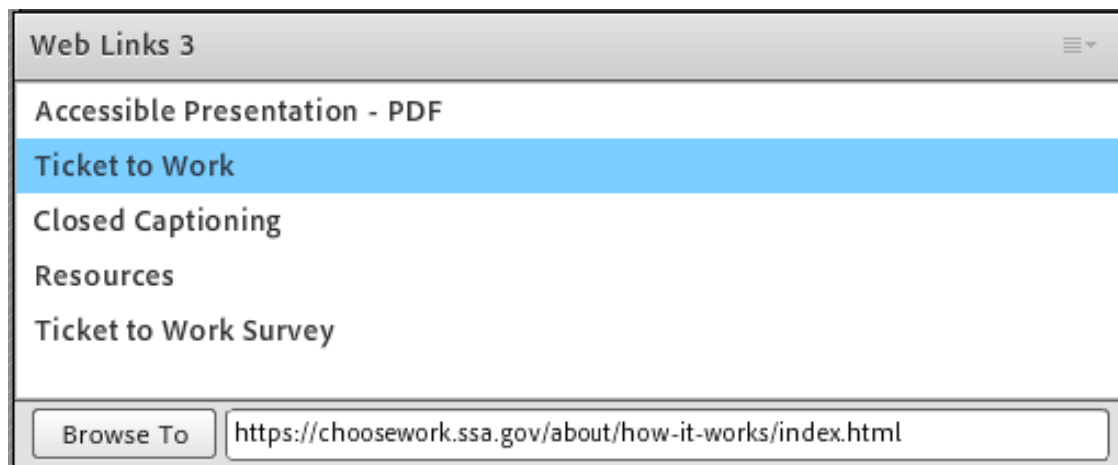
Questions and Answers (Q&A)

- 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 top navigation bar of the Ticket to Work website. On the left is the Social Security Administration logo. In the center is the 'TICKET to Work' logo with the tagline 'Access to Employment Support Services for Social Security Disability Beneficiaries Who Want to Work'. On the right is a search bar with the placeholder text 'Enter Search Term Here' and a magnifying glass icon. Below the navigation bar is a dark blue menu with links for Home, About, Success Stories, Find Help, Find a Job, Webinar & Tutorials (which is highlighted), Library, Blog, and Contact. There are also social media icons for Facebook and Twitter. Below the menu is a breadcrumb trail: 'You are here: Home / Webinars & Tutorials / WISE On Demand'.

WISE On Demand

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!

- April 2021: [Healthcare and the Path to Employment](#)
- March 2021: [Ticket to Work and the Path to Employment](#)
- February 2021: [Expanding Your Job Search with Ticket to Work](#)
- January 2021: [Choosing a Service Provider That's Right for You!](#)
- 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](#)



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

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

Wendy Strobel Gower, Northeast ADA Center

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
- The Americans with Disabilities Act (ADA)
- Disability Disclosure
- Reasonable Accommodations
- Reasonable Accommodations Resources





Ticket to Work Program: Support on Your Journey to Work

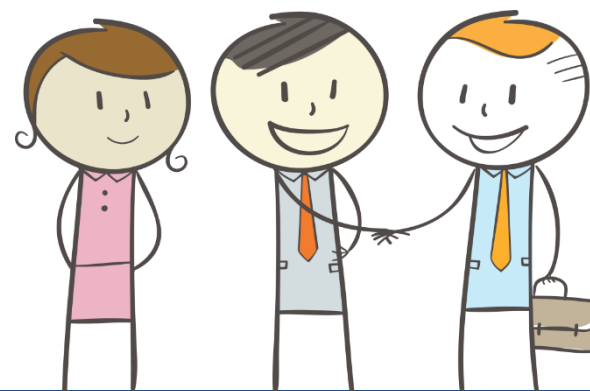
Social Security Disability Benefits Programs

SSDI

Social Security Disability Insurance (SSDI)

SSI

Supplemental Security Income (SSI)



Sign Up for a *my* Social Security Account

- 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

The Ticket to Work Program provides a Help Line that can verify your eligibility, explain how the program works and answer your questions.

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)



The Americans with Disabilities Act (ADA)



The Americans with Disabilities Act (ADA)

- The ADA is a civil rights law that prohibits discrimination based on disability in areas including:
 - Employment (Title I)
 - Public entities and public transportation (Title II)
 - Public accommodations (Title III)
 - Telecommunications (Title IV)
 - Miscellaneous (Title V)

ADA and Employment

Title I (Employment)

- Title I of the ADA helps individuals with disabilities access the same employment opportunities and benefits of employment as individuals without disabilities
- Prohibits discrimination based on disability
- Entitles qualified applicants and employees with disabilities to seek reasonable accommodations when needed

Definition of Disability

Who is a qualified individual with a disability?

- Under the ADA, an individual with a disability is a person who:
 - Has a physical or mental impairment that substantially limits 1 or more major life activities
 - Has a record of such an impairment
 - Is regarded as having such an impairment
- Check out the Ticket to Work blog post, "[#ADAat30: What is the Americans with Disabilities Act?](#)"

ADA National Network

The ADA National Network was started in 1991. It provides information and guidance to employers and to individuals with disabilities whose rights are protected under the ADA.

Some of the services provided by the ADA National Network are:

- Information and guidance from an **ADA Specialist**
- **Providing ADA information** (guidebooks and factsheets)
- **Training and Outreach**

To contact an ADA specialist, call **1-800-949-4232**, or [Email Us](#).



Disability Disclosure



Disability Disclosure (Slide 1 of 3)

Why Disclose Your Disability at Work

- Ask for a reasonable accommodation
- Receive benefits or privileges of employment
 - Example: Access to employer-sponsored trainings
- Explain an unusual circumstance
 - Example: Request to work from home while the company air conditioner is being repaired

Disability Disclosure (Slide 2 of 3)

How to Disclose a Disability

- Verbally or in writing, let the employer know:
 - An adjustment or change at work is needed for a reason related to a medical condition
- If the disability is not known to the employer or coworkers, or if the disability is not obvious, you may need to provide some medical documentation:
 - Nature of your disability
 - Limitations involved
 - How your disability affects you in the workplace

Disability Disclosure (Slide 3 of 3)

When Disclosing a Disability

- **Keep it simple**
 - You can use “plain English” and are not required to mention the ADA or use the phrase “reasonable accommodation”
- **Put it in writing**
 - While not required under the ADA, it can help to document your request
- **Talk to the appropriate people**
 - This might be your supervisor, HR representative, or ADA coordinator
- **Check out the Ticket to Work blog post, “[But You Don’t Look Sick,](#)” to learn more about disclosing a disability**

Disclosure Example 1: Yes or No?

I feel really tired today. I think my allergies are kicking in...



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Disclosure Example 1: Answer

I feel really tired today. I think my allergies are kicking in...



No.

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Disclosure Example 2: Yes or No?

I'm sorry I had to leave the meeting earlier. I had some problems with my insulin...



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Disclosure Example 2: Answer

I'm sorry I had to leave the meeting earlier. I had some problems with my insulin...



Yes.

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What You Need to Know

What you need to know to have a productive discussion with your employer or potential employer:

- The part of your job you have difficulty with because of your disability, medical or pregnancy-related condition
- Why these tasks are difficult for you (What is the functional limitation that makes the task difficult?)
- Your recommendations for potential solutions

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Questions?



Reasonable Accommodations



Reasonable Accommodations

A reasonable accommodation is any **change** in the **work environment** or in the way things are customarily done that enables an individual with a disability to **enjoy equal employment opportunities**.

Equal opportunity is the opportunity to attain **the same level of performance** or to **enjoy equal benefits and privileges** of employment.

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Availability of Accommodations

You can request accommodations to help you with:

- The application process
- Performing the essential functions of the position
- Enjoyment of equal benefits and privileges of employment



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Examples of Reasonable Accommodations

- Modifying facility accessibility
- Job restructuring
- Flexible scheduling
- Acquiring new equipment
- Providing qualified readers and interpreters
- Modifying application and testing procedures and training materials

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Typically, NOT Reasonable Accommodations

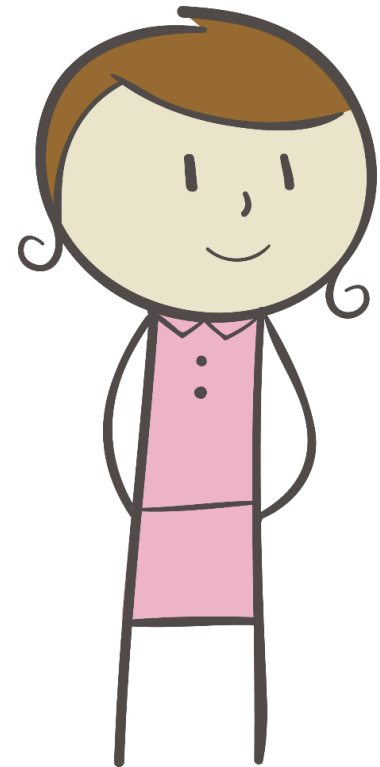
- Eliminating essential job functions
- Lowering production standards that apply to all employees
- Providing personal use items
- Changing an employee's supervisor
- Excusing violation of uniformly applied conduct rules
- Changes in the work environment or in the way that things are customarily done that would cause an undue hardship to the employer

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Reasonable Accommodation Example 1

(Slide 1 of 3)

Terry was recently hired as a warehouse assistant in a distribution center for a large pharmaceutical retailer. A week after she started, Terry told her supervisor that she had diabetes and would need an accommodation of 1 extra 10-minute break during the day to monitor her condition. Terry's supervisor now wants to fire Terry because she lied during the interview by not telling about her accommodation need.



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Reasonable Accommodation Example 1

(Slide 2 of 3)

What are the best options for this example?

- A. Transfer Terry to another job within the firm.
- B. Fire Terry because she failed to inform the employer of an accommodation need when she was hired.
- C. Begin the interactive process to put a reasonable accommodation in place.
- D. Educate supervisors about accommodation rights and responsibilities.

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Reasonable Accommodation Example 1

(Slide 3 of 3)

What are the best options for this example?

ANSWER:

- C. Begin the interactive process to put a reasonable accommodation in place.
- D. Educate supervisors about accommodation rights and responsibilities.

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Reasonable Accommodation Example 2

(Slide 1 of 3)

Susan is a manager in a large retail chain. Until recently, Ellen, a sales associate, had been a model employee. But for the past month, Susan has noticed a change in Ellen's job performance. First, Ellen lashed out at a co-worker when there was a mistake on the cash register. Then, she stormed out of the store after she received a text message, leaving the sales floor unattended for a brief period. Finally, Ellen insulted a customer who was returning merchandise. Susan and Ellen have been friends for a long time, so Susan knows that Ellen has bipolar disorder and suspects that Ellen has gone off her medication; but Ellen has not yet said anything about her job issues.

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Reasonable Accommodation Example 2

(Slide 2 of 3)

What is the best option for this example?

- A. Susan should have a private performance discussion with Ellen to ask her if she went off her medications.
- B. Susan should have a private performance discussion with Ellen to discuss her recent performance issues.
- C. Susan should not discuss this performance issue at all with Ellen because she would risk an ADA charge.
- D. Susan should document her suspicions about Ellen's bipolar disorder along with how her condition seems to be impacting her job performance.

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Reasonable Accommodation Example 2

(Slide 3 of 3)

What is the best option for this example?

ANSWER:

- B. Susan should have a private performance discussion with Ellen to discuss her recent performance issues.

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Reasonable Accommodations Resources

Job Accommodation Network

The Job Accommodation Network (JAN) provides free, expert, and confidential guidance on workplace accommodations and disability employment issues to:

- Job applicants
- Employees
- Employers
- Service providers
- Family members
- Individuals pursuing self-employment



To reach JAN, call **1-800-526-7234** & **1-877-781-9403 (TTY)**, visit the [JAN website](http://janaskjan.org), or email jan@askjan.org.

Ticket to Work and Reasonable Accommodations

Working with a Ticket to Work service provider can offer you access to guidance and support as you apply for jobs and transition to the workplace.

Resources on the Choose Work website:

- [Talking about Disability Disclosure](#)
- [How to Request Accommodations](#)
- [The \(Low and No\) Cost of Reasonable Accommodations](#)

Meet Angel (Slide 1 of 2)

- Angel suffered from neck and back injuries he sustained during 2 tours of duty with the U.S. Air Force
- With help from his Ticket Program service provider, he received:
 - Free benefits counseling
 - Information about Work Incentives
 - Confidence to transition to the workplace
 - Reasonable accommodations to help him succeed

Meet Angel (Slide 2 of 2)

"Being back at work has had a positive impact in so many areas of my life," Angel reflects. "I've been able to [show] my children the rewards that can go with perseverance and resilience. The job has helped me build confidence, maintain good mental health, and regain a sense of accomplishment... all vital for the next chapter in our lives."

Angel

A Ticket to Work Success Story



[Angel's Success Story](#)

Meet Matt (Slide 1 of 2)

He was receiving SSDI because hearing loss and other medical issues had interfered with consistent employment. Matt worked with a career counselor to help him:

- Prepare a resume
- Identify job leads
- Practice interview skills
- Advise him about reasonable accommodations

As a jobseeker who is deaf and needs accommodations, Matt was uncertain about his prospects. At first, he was reluctant to ask for anything from a prospective employer right out of the gate.



[Matt's Success Story](#)

Meet Matt (Slide 2 of 2)

Matt and his counselor:

- Identified accommodations that are essential for him
- Demonstrated what he can offer during the application process
- Agreed to an approach for disclosing his disability and requesting accommodations

Matt's work gives him the fulfillment and stability to continue building the future he envisions. In 2019, he purchased a home, an achievement that seemed so remote. Ticket to Work made it possible. Matt made it happen.



[Matt's Success Story](#)

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:

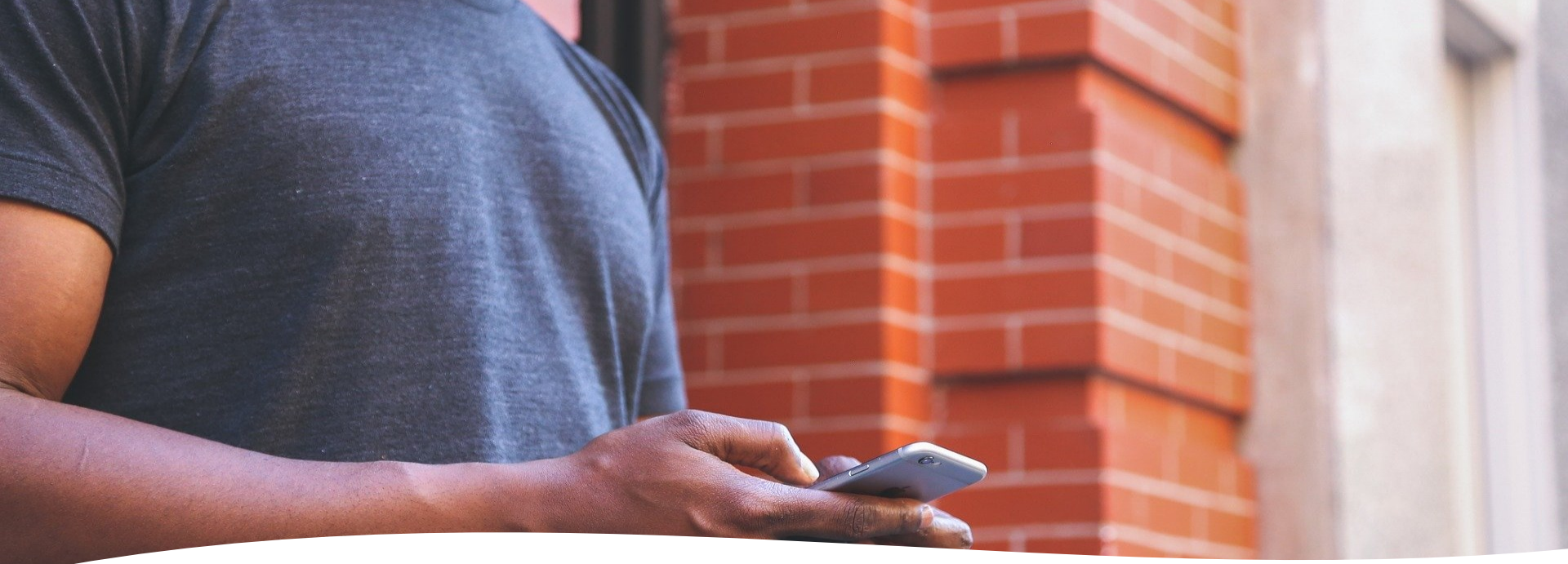
- 1-866-968-7842
- 1-866-833-2967 (TTY)

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

Ticket to Work: Think Beyond the Office

Date: Wednesday, August 24, 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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